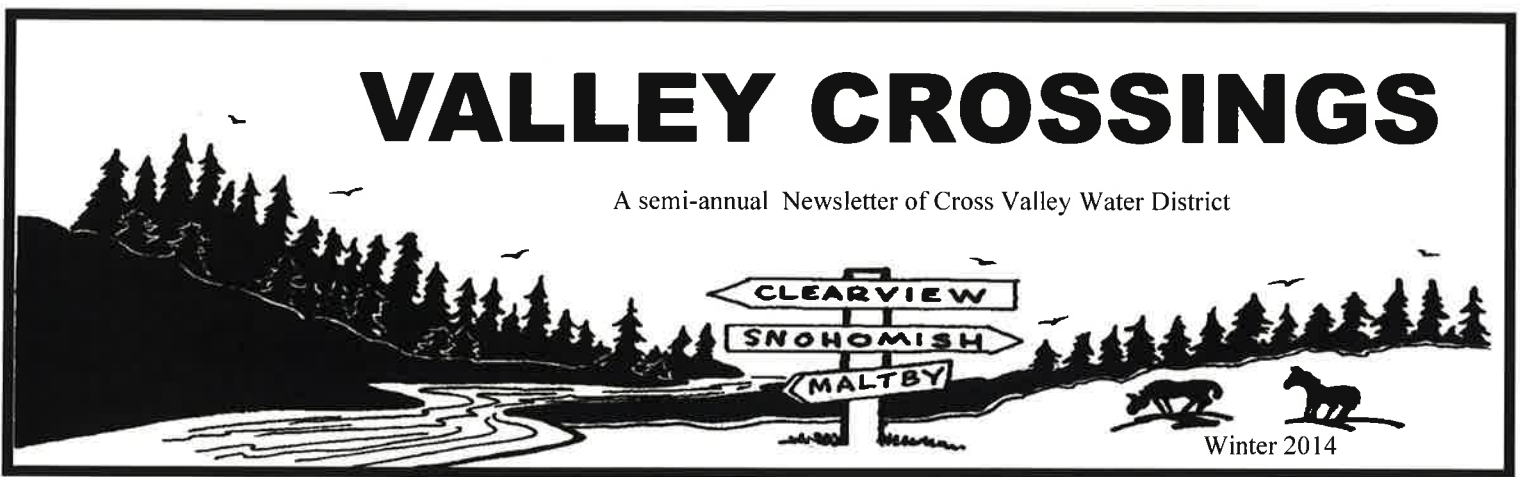


VALLEY CROSSINGS

A semi-annual Newsletter of Cross Valley Water District



Construction Projects 2015

District Project Updates:

Well 7B: The drilling of a new well was completed in October within the well field of the existing Well 7 site. This project was undertaken as the existing well's yield was in decline. The testing of the new well was successful and in 2015 we will be completing the permitting required to bring the well into use and planning for construction of the pump, controls and pump house.

Echo Lake Standpipe Replacement: A condition use permit has been obtained and the District will prepare plans and construction documents to construct this replacement standpipe in late 2015- early 2016. Upon completion this new reservoir will provide greater storage and a new pressure zone will be established allowing water to be delivered at a higher pressure to customers in the vicinity of the standpipe.

Supervisory Controls: A project will be undertaken in 2015 to update the computer hardware and software used to control and monitor the District's water and sewer systems.

Watermain Extension Projects:

Two projects are currently under construction which upon completion will enable the District to provide the public water to areas where it had not previously been available. The First project is located along the Western boundary of the District within 51st Ave SE, new distribution main has been installed from 180th St SE to 196th St SE. The second project is located in the South East portion of the District new distribution mains are being installed in 161st and

Have you winterized your home?

Now is the time to prepare for freezing temperatures and here are a few helpful tips to prevent frozen pipes, water leaks and other costly repairs. Cross Valley Water District maintains the water supply system from the source to your meter, you are responsible for protecting the pipes from the meter to and throughout your home and property.

Insulate your water meter

Meters are susceptible to freezing, the best protection is to line the meter box with clean wood shavings. You will want to fill the meter box to the level just below the meter dial for the best protection. Please use only clean wood shavings, **do not use Styrofoam** or any other product which may make it difficult for us to read your meter. If you need help locating the meter, please contact the office and we can show you or mark the location with temporary paint.

Locate your main water shut off and know how to operate it

The main shut off is commonly located in the basement, garage, outdoors near the foundation or next to a faucet. If your home does not have a main shut off valve or the one that is there does not operate we recommend you have one installed or repaired by a plumber. Should you ever have a pipe break you will want to immediately close the main shut off to stop excessive flooding.

Disconnect garden hose, insulate hose bibs and drain your irrigation system

Remove and store garden hoses. Insulate the hose bibs with molded foam covers to protect them from freezing. Winterize your irrigation system and yard hydrants according to the installer's instructions.

Insulate or protect pipes vulnerable to freezing

Insulate pipes in unheated garages or crawl spaces. Open a cabinet door to allow warm air to circulate around pipes if they are adjacent to an exterior wall. Electrical heat tape may be appropriate in some extreme cases.

What if your pipes freeze or burst, here are some options:

- Call a plumber
- If a pipe has burst, close your main water shut off
- Leave the effected fixture on to allow for further expansion, but do not leave it unattended
- You may be able to thaw a frozen pipe that has not burst, warm the air around the pipe with a hair dryer or room heat. However, do not use electrical appliances around standing water and never use an open flame to heat the pipe.

Protecting Vacant Homes:

If you are leaving your home vacant for several days you may wish to consider undertaking additional steps to further protect your home. Consult with your homeowner's insurance company for helpful advice or contact a plumber who can make suggestions specific to your home and situation.



ATTENTION: Customers served by King County Metro

Sewer

Customers served by King County Metro Sewer (Maltby Area) will see an increase in their pass thru sewer rates effective January 1st, 2015. The rate will increase to \$42.03 per RCE from \$39.79 per RCE with a minimum of two RCE's billed each bill cycle (our bill cycle is a two month period).

Bill Payment Reminders

Your water account is due and payable upon receipt. To avoid late payment penalties, your payment needs to be in our office by the close of business on the last business day of the billing cycle. (Example: The next billing cycle is 12/31/14 to 2/28/15 therefore your 10/31/14 to 12/31/14 charges need to be paid in full and received by Cross Valley Water District no later than 5:00 pm on February 27, 2015 to avoid a 10% late fee. Failure to receive a bill does not relieve a customer of the responsibility for payment of charges and penalties.

Checks are processed and sent to the bank via E Deposit the day they are received. To insure your check scans correctly, please use either black or dark blue ink when writing the check

CROSS VALLEY WATER DISTRICT BILLING AND PAYMENT DUE DATES

Billing Dates:	Call for Amount Due After This Date	Pay Amount Due By This Date To Avoid Late Fees
12/31 to 02/28	March 10 th	April 30 th
02/28 to 04/30	May 10 th	June 30 th
04/30 to 06/30	July 10 th	August 31 st
06/30 to 08/31	September 10 th	October 31 st
08/31 to 10/31	November 10 th	December 31 st
10/31 to 12/31	January 10 th	February 28 th

Use this schedule to keep track of your billing dates and time in case you don't receive your bill in the mail.



\$\$\$ PAYMENT METHODS

Cash, check, money order, debit card, Mastercard, Visa, Discover or American Express. **\$3 convenience fee charged on all credit/debit card transactions.**

Pay in our office. Office hours are 8:30-5:00 Pacific Time, M-F, Closed weekends and most holidays.

Pay on our website with check or debit/credit card at www.crossvalleywater.net

Pay by phone with check, debit/credit card at 1.866.585.7861. Allow 3-5 business days for payment delivery to CVWD.

Bill pay through your financial institution. Verify number of business days for payment to be received by CVWD with your financial institution.

Autopay—your checking or savings account is drafted for the account balance 10 days after bills are mailed. Option not available with credit card. Sign up form on the website.

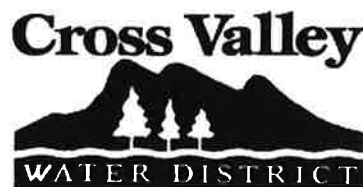
CVWD offices are located at 8802 180th St SE, Snohomish, WA 98296-4804

360.668.6766 Phone
360.668.6766 Emergency Phone
360.668.9634 Fax



BACKFLOW PREVENTION

Cross Valley's cross connection program is a requirement of WAC 256-290-490. A backflow device keeps any thing from your system from coming back into the potable (drinking) water system of Cross Valley. For single-family residents the District requires backflow prevention devices be installed on systems such as, but not limited to: irrigation systems, swimming pools or spas, ponds and boilers. If you have a fire protection system a backflow device may also be required. A backflow device is required to be installed and then tested every April and the test results sent to Cross Valley. If the device fails, you must get it repaired or replaced as soon as possible. A backflow assembly tester certified by Washington State must perform the test. Cross Valley does not recommend one tester over another one. If you have not notified Cross Valley Water District that you have an irrigation system (in ground sprinkler system) please do so immediately. If you have questions, contact our office.



8802—180th St. SE
Snohomish, WA
98296-4804

360-668-6766

BOARD OF COMMISSIONERS:

Mark Cassell
Chris Kuehn
W. E. (Skip) Schott

GENERAL MANAGER:
Curt Brees

FINANCIAL ACCOUNTING MANAGER:
Robert B. Wagner

Web Site: www.crossvalleywater.net
Email: cvwd@crossvalleywater.net

