

Commissioners' Corner



Don Miller

I use "minding the store" as the theme for this Commissioner Corner article. The message about minding the store follows from my own experience working at the "Corner Grocery Store" on the corner of 20th South and Jackson Street in Seattle. The lessons I learned from the owner and customers of this neighborhood grocery store those many years ago are still as valid today as they were then. The most basic lesson I took from that experience is that you should never lose sight of the goal of providing good customer service if you want to be successful.

At Lakehaven Water & Sewer District, we are committed to providing quality service to our customers. An old-fashioned attitude of attention to detail and caring for those served is part of our everyday operations. It takes more than good intentions to deliver quality service. In this industry, the best practices include making sure that our infrastructure and equipment are in good working order and up to industry standards. This requires that we continually review and update our Capital Improvement Program, which establishes a plan for investing in infrastructure and equipment over a ten-year horizon. Staying on top of equipment and technology systems needs brings a measurable impact on the overall efficiency of our operations.

Currently (and as we do every year), we are busy coordinating with the City of Federal Way on street asphalt overlay projects the City will be undertaking in 2020. When the City replaces the asphalt layer on roads, we use it as an opportunity to replace older facilities located along the roadway being resurfaced. By completing these projects prior to the resurfacing of the road, we avoid cutting into new asphalt to replace aging facilities, which, in many cases, means that we would have to do a new overlay of the roadway in conjunction with our work. The planning that keeps this from happening helps keep costs down.

Continued...

Lakehaven Links

Our Mission

The Lakehaven Water and Sewer District is committed to the continued delivery of safe, reliable and high quality drinking water and environmentally responsible sewer service to our customers.

Board of Commissioners

Don Miller, President

Peter Sanchez, Vice President

Len Englund, Secretary

Ron Nowicki

Tim McClain

Regular Board of Commissioners meetings are held at 6:00 p.m the 2nd and 4th Thursdays of each month at the Lakehaven Center at 31531 1st Ave South, Federal Way.

Contact Us

Federal Way: 253-941-1516

Tacoma: 253-927-2922

After Hours Emergencies:
253-941-1516

Business Hours:

Monday – Friday

8:00 a.m. to 4:30 p.m.

www.lakehaven.org

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We know that you want the service to be reliable. In the case of water, having available water seems simple: we turn the faucet on and the water comes out. Take it from someone who has been on the Board for many years; it takes a lot of planning to make this happen. The supply of water from wells and our Second Supply Pipeline took many years to develop. Fortunately, with the supply we have now, you can count on that faucet to work for the next 75 to 100 years.

Whether it is the water or wastewater utility, we like to think of ourselves as the quiet service provider that enhances your quality of life.

It is a pleasure to serve you all.



In Memory of Commissioner Tim McClain

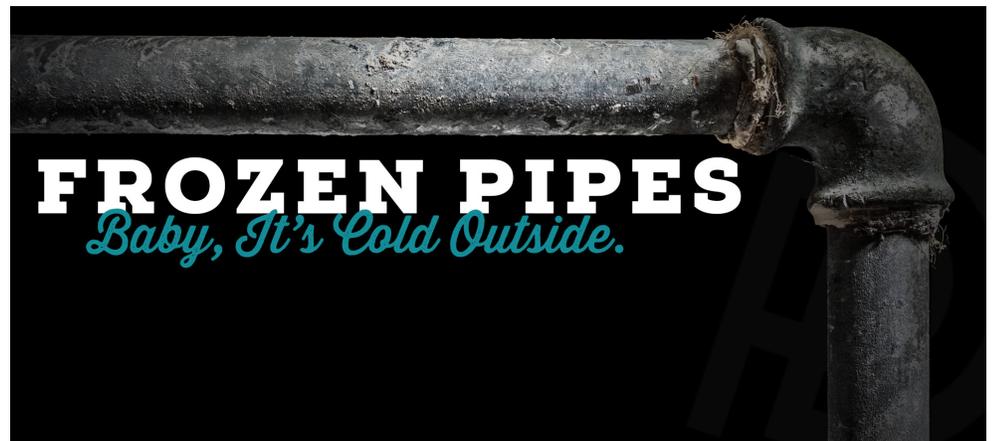
It is with much sadness that the District reports the passing of Commissioner Tim McClain in October.

The staff and other Board members at Lakehaven remember Tim as a passionate advocate for the District and its ratepayers. Having devoted a significant portion of his career at the Weyerhaeuser Company to workplace safety, Tim was particularly interested in matters of safety and spearheaded efforts to make the District the safest workplace possible. His enthusiasm for the employees and their well-being was a mark of his tenure on the Board. Tim also participated extensively on behalf of the District with the Washington Association of Sewer and Water Districts. His wisdom and unique insight into the issues affecting water and sewer utilities made him a great resource for representatives of water and sewer districts across the state.



Tim was first appointed to the Board in 2010 to the position held by former Commissioner Ed Stewart, who had recently passed away during his term of office. Tim was twice re-elected to the Board since that time and was a candidate for re-election at the time of his death.

Tim was greatly devoted to his family and the staff and commissioners at Lakehaven wish to extend their condolences to the McClain family. Tim was a friend to all at Lakehaven and he will be missed greatly.



Preventing Frozen Pipes

- Turn up the thermostat.
- Disconnect and drain hoses.
- Open outside hose taps so water can drain.
- Wrap outside faucets with rags or cover with Styrofoam covers.
- Wrap supply pipes with heat tape or sleeve insulation.
- If a pipe does freeze, try carefully warming it with a hair dryer until the water is flowing normally. Never use an open flame!