

Commissioners' Corner



Don Miller

Our most important goal at the District is to do a great job serving you, the customer. Providing reliable and cost-effective water and sewer service requires great cooperation and commitment from the top down. From the elected Board of Commissioners, to the group of skilled and dedicated employees at the District, we are here to serve you.

It has been nearly two and a half years since COVID-19 first appeared on the scene. It brought with it major changes to the way we, and everyone else, conduct business. To protect staff and community, we “de-populated” the workplace to the greatest extent possible during the initial months of the pandemic. The shift to remote work was new to us and required a huge deployment of laptops and cell phones. With this, the “Zoom” meeting became the normal means of communication, including for Board meetings. As things have transitioned back to normal, we still use Zoom and remote meetings to conduct much of our business.

Early on in the pandemic, the Board recognized that we could not expect employees who could not work remotely while we minimized staff levels in the workplace, or later could not come to the workplace because of Covid-19 contacts, to go unpaid for these mandated absences or use their regular accrued leave. To address this, the Board created a supplemental leave bank that could be used by those employees unable to work because of the pandemic. Overall, by being very careful, the impacts on our staff, including the actual spread of Covid-19 in the workplace and the corresponding adverse impact on our operations from staffing reductions, were minimized.

One outgrowth of the pandemic is that we saw delinquent account balances grow to unprecedented levels during the Governor’s moratorium on water service shutoffs. The Board appreciated that with lost jobs and the impacts of COVID-19 on businesses in the community, it was important to allow customers time to deal with these obligations. Consequently, the Board adopted a Delinquent Account Plan that allowed customers an opportunity to enter into payment plans that would fit their budget. Additionally, rather than returning to shutting off water service to customers

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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

Len Englund, President
Don Miller, Vice-President
Laura Belvin, Secretary
Peter Sanchez, Commissioner
Jeremy DelMar, Commissioner

Regular Board of Commissioners meetings are held at 6:00 p.m the 2nd and 4th Thursdays of each month. Please check the website for meeting information.

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 4:00 p.m.

www.lakehaven.org

Commissioners' Corner, cont. from page 1

with delinquent balances when the shutoff moratorium expired last September, the Plan delayed a return to shutoffs for the largest delinquencies until March of this year (enforcement of shutoffs on smaller delinquent accounts were further delayed until July and September of this year). We have also worked with the Multi Service Center to help customers obtain funds allocated to low-income utility customers. A special recognition goes to our Customer Service staff for managing the many challenges that these difficult circumstances presented.

I look forward to family traveling here this summer to visit (and the comments that they enjoy our water!). It is a pleasure to serve you.

Annual Water Quality Report

The Lakehaven Water & Sewer District Annual Water Quality Report is available to view online at www.lakehaven.org/CCR. This report contains important information about the source and quality of your drinking water during 2021. Please call (253) 945-1614 or contact dzern@lakehaven.org if you would like a paper report delivered to your home.

District Employees Retire

The District saw the retirement of two employees in June. John Jensen (pictured), a Lakehaven employee since 1980, is leaving the District after 42 years of service. John has worked his entire career in the area of Development Services. With an extensive knowledge of the water distribution and wastewater collections systems, John has been involved in much of the expansion of the utility systems through the process of developer extensions. He has come to be relied on, both internally and to the development community, as a resource for utility system extensions. Ed Medina, a dependable Lakehaven employee for the past 14 years, worked in the District's water quality section making sure the water you receive is clear, clean, and safe to use. We wish both John and Ed the best in their retirements.



2022 Poster Contest Winners

Lakehaven Water and Sewer District presented awards to local elementary students participating in its 25th annual Water Conservation Poster Contest at the District's May 26th Board meeting. The purpose of the contest is to help students understand the importance of water conservation through the development of artwork containing a water conservation message.

Approximately 65 members of the community, including students and their families and teachers, attended the awards ceremony. Seven Federal Way elementary schools participated and thirteen winning posters were selected to be included in the District's 2023 Water Conservation Calendar.

A special "Thank you!" goes to Wild Waves Theme Park, Qualstar Credit Union, and Subzero Ice Cream for their generous donations to the contest winners.



L-R Front Row: Katelyn I, Praskovia I (1st Place Winner), Jackie L, Madison Y., L.V. S., Corinth A., Sebastian G., Alexandra C., Roshnai R., and Salena L.

L-R Back Row: Alysson B., Dotti C., Zaki C., and Commissioners Miller, England, Sanchez and DelMar

2022 Water/Sewer Rate Comparison Insert

Enclosed with this Newsletter is a copy of the 2022 Rate Comparison Summary that was not included with the March/April 2022 newsletter.