



LAKEHAVEN UTILITY DISTRICT

31627 1st Ave. S. | PO Box 4249 | Federal Way, WA 98063-4249
Federal Way: 253-941-1516, Tacoma: 253-927-2922 | www.lakehaven.org

January - February 2008

Commissioner's Corner

Bev Tweddle



I hope all had an enjoyable 2007!

With the holiday decorations put away, it is once again time to look at the year ahead. During the upcoming year, the Board and staff will continue to plan and implement capital improvements projects that will ensure that the existing water and sewer systems remain in good running order and that adequate capacity will be available in the systems to meet the future needs of our customers.

We have many new projects on our capital improvement program in 2008 and many others from prior years that will continue in the planning and construction phases. As with any business with an expanding customer base, running a water and sewer utility requires a "forward looking" management approach. With the ever evolving regulatory landscape, there is even less room to stop and catch your breath between the planning and construction of projects.

One of the themes we have identified for emphasis in 2008 is customer service. In December, the District signed an agreement with the City of Federal Way that will provide for a member of our Development Services staff to be located within the permitting area at City Hall. The District representative located at City Hall will work with the planning staff at the City to foster better coordination of residential and commercial development projects within the City of Federal Way. Our thanks go to the Chamber of Commerce and the City for their support and encouragement as we discussed this cooperative arrangement. We also appreciate the City's efforts to be an accommodating host at City Hall as we have worked through the planning considerations necessary to integrate our staff member within the City's facility. Although it will take some time to maximize the efficiency of this joint enterprise, we look forward to the benefits that will be enjoyed by our common development customers for years to come.

We are also implementing a new customer billing system in 2008. The new software will make our billing system more efficient and allow us better access to information to provide timely and accurate responses to customer questions. The new system will allow us to provide better information to you on your bi-monthly bills (including providing a graph that will compare your current and past water consumption). We know that many of you would like to pay your bills over the internet and we hope to have the ability with the new system to accept on-line credit card payments shortly.

In addition to being accessible to our ratepayers, good customer service demands that we listen to your concerns. If you have any questions about your bill, comments on our rates, concerns with your water quality or wish to be heard on any other matter, please let us know. You are welcome to contact Board members. Our contact information is on the website, at www.lakehaven.org. If you would prefer to speak with staff, I suggest you contact Jean Gardiner, our Customer Services Supervisor, at 253-946-5422. If she is unable to assist you, she can direct you to the person that can better meet your needs. We believe that you are the owners of this utility and it is your satisfaction with the way we provide water and sewer service that determines whether we are successful stewards of this business. Thank you for your interest in the District.

Leonard D. Englund
Commissioner

Charles I. Gibson
Commissioner

Timothy A. McClain
Commissioner

Donald L.P. Miller
Commissioner

Ronald E. Nowicki
Commissioner



LAKEHAVEN UTILITY DISTRICT

31627 1st Ave. S. | PO Box 4249 | Federal Way, WA 98063-4249
Federal Way: 253-941-1516, Tacoma: 253-927-2922 | www.lakehaven.org

DISTRICT RECEIVES CLEAN AUDIT

The District received a clean report for the recently completed audit of year 2006. The audit, performed annually by the Washington State Auditor's Office, examines the District's financial statements and its compliance with legal regulations and internal policies. The current report continues the District's record of having no audit findings over the past ten year audit period.

INFLOW & INFILTRATION (I & I)

Infiltration and Inflow (I & I) are continuing problems in many sewer systems, including our own. Infiltration is defined as groundwater that enters the sewer system, usually through leaky joints and cracks that have developed over time in sewer laterals from homes and businesses, the sewer mains, and manholes. Typically during the rainy season groundwater levels raise high enough to submerge these defects allowing groundwater to flow in to the sewer system. Inflow is defined as surface water that enters the sewer system, typically through illicitly connected storm drains, basement drains, rain gutters, and yard drains. Industry studies suggest that 75% to 90% of I & I typically enters the sewer system from private sewer laterals (side sewers) that serve each property. So what is the problem with this water entering the sewer system?

I & I during a storm event can cause the flows in the pipes, pump stations, and treatment plants to increase by 100% to 500%, which can overwhelm these systems causing backups, spills, and substandard treatment of the wastewater. Spills and treatment plant permit violations may result in property damage, fines, and more importantly contamination of the environment. To maintain adequate collection and treatment capacity utilities have two choices:

1. Build larger pipes and treatment facilities to transport and treat the additional I & I flows, or
2. Repair or replace damaged pipes and remove illicit connections to significantly reduce I & I flows

The costs associated with I & I reduction can be substantial. While the District continues to correct deficiencies in our own system as they are discovered, we are also in the process of creating a comprehensive Infiltration and Inflow reduction program to manage this problem as our system continues to age.

FATS, OILS, AND GREASE (FOG)

As mentioned in a previous newsletter, fats, oils, and grease (often referred to as FOG) are universal problem substances in wastewater. FOG floats on water and clings to surface areas, eventually ending up in the sewer system. Lakehaven sewer line maintenance crews get trouble calls throughout the year due to line blockages caused by FOG.

FOG is the number one cause of sewer back-ups in homes and food service establishments. It is always best to put FOG in the garbage instead of the drain, however liquid FOG is not accepted by solid waste (garbage) management companies and agencies. Residents may dispose of FOG in their garbage can by mixing large amounts of liquid FOG with an absorbent material, such as



Leonard D. Englund
Commissioner

Charles I. Gibson
Commissioner

Timothy A. McClain
Commissioner

Donald L.P. Miller
Commissioner

Ronald E. Nowicki
Commissioner



LAKEHAVEN UTILITY DISTRICT

31627 1st Ave. S. | PO Box 4249 | Federal Way, WA 98063-4249
Federal Way: 253-941-1516, Tacoma: 253-927-2922 | www.lakehaven.org

cat litter or sawdust, so it doesn't leak while it's being transported for disposal.

In-sink garbage disposals should only be used for certain types of food waste and liquids from food preparation. If you're going to use a garbage disposal, take the time to learn more about how to conserve water (http://www.lakehaven.org/save_water.htm).

If you have any specific questions or comments regarding the management and disposal of FOG, please contact Lakehaven's Pretreatment Coordinator, Brian Asbury, via e-mail at BAsbury@Lakehaven.org or telephone at 253-946-5407.

NEW BILLING SYSTEM

The District is in the process of implementing a new billing system. The implementation should be complete in the next few months. The new system will provide added features such as making payments through our website or having your bi-monthly charges automatically charged to your credit card. There will be some changes made to our billing schedule for sewer only customers so instead of receiving your bill at the first of the month you'll be receiving it at the end of the month. If you would like more information please contact our Customer Services Department at 253-946-5422.

KIDS CORNER - How much water...

Do you know how much water it takes to brush your teeth? The answer is 2 to 5 gallons. That's a lot of water! Indoors, most of the water a family uses is in the bathroom. Saving water is important and the easiest way to save water is to shut off the faucet while you brush your teeth. You can also save water by taking shorter showers and not using the toilet to flush trash. Remember, it is important that we all work to save water.

TIPS TO SAVE/CONSERVE WATER

- In the kitchen, make sure you wash only full loads in the dishwasher. It takes 8-15 gallons of water to run the dishwasher. Save water and save money on your water bill.
- Winterize outdoor spigots to prevent pipes from leaking or bursting.

WATER CONSERVATION ACTIVITY

Call the main office at 253-946-5446 to schedule water conservation education classes in your elementary school free of charge.

Leonard D. Englund
Commissioner

Charles I. Gibson
Commissioner

Timothy A. McClain
Commissioner

Donald L.P. Miller
Commissioner

Ronald E. Nowicki
Commissioner



LAKEHAVEN UTILITY DISTRICT

31627 1st Ave. S. | PO Box 4249 | Federal Way, WA 98063-4249
Federal Way: 253-941-1516, Tacoma: 253-927-2922 | www.lakehaven.org

Your Board of Commissioners

Ron Nowicki - President
Chuck Gibson - Vice President
Ed Stewart - Secretary
Beverly J. Tweddle - Commissioner
Don Miller - Commissioner

Regular Board of Commissioners meetings are held the 2nd and 4th Thursdays of each month.
These meetings are held at the Lakehaven Center at:

Lakehaven Center
31531 First Ave. S.
Federal Way at 6 p.m.

Leonard D. Englund
Commissioner

Charles I. Gibson
Commissioner

Timothy A. McClain
Commissioner

Donald L.P. Miller
Commissioner

Ronald E. Nowicki
Commissioner