



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 2012



FATS, OILS, AND GREASE (FOG) can cause many problems when poured down the drain. Grease can clog the pipes and cause a back-up. Please recycle FOG by saving it in a jar or can, take it to 31531 First Avenue South, Federal Way, WA, and pour it in the container on site.

Leonard D. Englund
Commissioner

Charles I. Gibson
Commissioner

Timothy A. McClain
Commissioner

Donald L.P. Miller
Commissioner

Ronald E. Nowicki
Commissioner



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Commissioner's Corner

Tim McClain



Over the years, Commissioners have frequently used the Commissioner Corner to discuss the different physical assets we either presently operate, or are planning to install, to deliver water and sewer service to you. As a customer, I always found the articles about the infrastructure useful and informative. Today, I would like to talk to you about a living, breathing, highly competent asset we have at Lakehaven Utility District. The asset that I am referring to is, of course, the employees that work at Lakehaven. In many ways, the dedicated people that work at the District are our most valuable asset. You may see them reading your water meter, working in the street, or handling billing matters behind the counter at our Administrative Office.

Our Customer Service people handle multiple calls and office visits from you on a daily basis on issues concerning billing, water quality, service issues, and many other matters of importance to you. These people handle your utility concerns with a high degree of professionalism and serve with the goal of giving you the information you require each and every time.

The Engineering department is responsible for making sure the systems we operate are adequately planned and engineered for the present and future needs of our ratepayers. We the public seldom see the highly complex infrastructure systems these professionals have designed to deliver water and sewer service. As new system improvements are required, our Engineering staff is constantly making sure that we have the facilities that will work efficiently now and into the future.

The employees at the treatment plants are on the job 365 days a year to make sure both our Lakota and Redondo plants are running at the most effective level possible. I have toured both of these operations and I can assure you the people we have working there are extremely knowledgeable and capable. As a Commissioner, I have a high degree of confidence that these people are ready, willing, and able to handle any challenges that come their way at these two plants.

The Administration staff handles the business side of the utility operation and make sure our organization is being run the way you the ratepayer expect it to be run. They handle the legal concerns, personnel issues, bill paying and bill collecting, information system, risk management and customer programs needed to support the utility operations. They also facilitate the Board programs and keep us

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advised of state and federal regulations that apply to the water and sewer business.

The Field Operations people are the ones you see the most. They are the ones driving in the trucks, operating equipment, and going down in the manholes repairing, cleaning and doing the preventive maintenance needed everyday to keep our system going.

Overall, we have a workforce that you as ratepayers can be proud of. Rest assured that they come to work each day recognizing the privilege they have to provide a service to you.

RATES

After considerable review of the revenue requirements needed to operate the water and sewer systems on a sound financial basis, the Board adopted water and sewer rates for 2012 -2014 in December. Facing the dual impact of increased costs of operations and lower revenues associated with reduced demand, the Board increased water rates for 2012 by \$2.10 per month for a single family residential customer using approximately 5,000 gallons of water per month. Additional increases of \$1.58 per month and \$1.68 per month will occur in 2013 and 2014. Rate increases for other customer classes will be similar. Sewer rates will increase by \$1.39 per month for the typical residential customer in 2012. No sewer rate increases are planned for 2013 and 2014.

The Board is well aware that these are difficult economic times and that any rate increase will have an impact on customers. The good news is that the District rates continue to be among the lowest in the region. The following table shows the 2011 rates of local water and sewer agencies for comparison:

Comparative Water Rates (7ccf/month)	
Lakehaven Utility District (2011)	\$17.63
Lakehaven Utility District (2012)	\$19.72
City of Auburn (2011)	\$24.80
City of Tacoma-Winter (2011)	\$25.19
City of Tacoma-Summer (2011)	\$25.84
City of Kent-Winter (2011)	\$31.94
Highline-Winter (2011)	\$35.11
Highline-Summer (2011)	\$36.31
City of Seattle-Winter (2011)	\$38.34
City of Kent-Summer (2011)	\$38.38
City of Seattle-Summer (2011)	\$42.16
Comparative Sewer Rates (7ccf/month)	
Lakehaven Utility District (2011)	\$27.64
Lakehaven Utility District (2012)	\$29.03
City of Tacoma (2011)	\$41.05

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City of Puyallup (2011)	\$49.01
City of Auburn (2011)	\$49.46
City of Kent (2011)	\$52.71
City of Seattle (2011)	\$71.96

USED COOKING OIL DROP OFF

One of the major causes of blocked drain pipes inside and outside the home is build-up from fats, oils, and grease (FOG). FOG from products such as cooking oil and meat drippings dumped down the drain will solidify in the pipe over time and can eventually block the side sewer out of your home or cause sewer spills in your neighborhood.

Lakehaven Utility District, in cooperation with the City of Federal Way and General Biodiesel, have created a Used Cooking Oil Drop Off site for the collection of household FOG. Save your FOG in used jars or cans and bring them to our site located in the SE corner of the French Lake Park parking lot (31531 1st Ave S, Federal Way). Pour or scrape your FOG into our container and it will be recycled into biodiesel.

We ask that you help maintain this free service by taking your empty containers home. Please be sure not to dump motor oil or other non biodegradable products in our container.

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CUSTOMER ASSISTANCE PROGRAM



The Customer Assistance Program would like to thank the merchants who donated to the District employee's annual auction for the Multi-Service Center. Thanks to Jimmy Mac's, Starbucks, Billy McHale's, Black Bear Diner, Zero Freeze Ice Cream, Century Theaters, Outback Steak House, \$2 Theater, Pac Island Grill, Branches Nursery, Laser Quest, and 8th Day Spa, the District raised \$1,215 to help customers in need pay their water and sewer bills.

Also, District employees and customers filled six food barrels for the Food Bank. In addition, the employees provided gifts for two families with five children.

Thank you to all who helped those in need!

KIDS' CORNER - SEWAGE TREATMENT

Did you ever wonder what happens when you flush the toilet or use your garbage disposal? Waste products are sent through the pipes in your house to the street where they continue through main lines to a sewage treatment plant. Lakehaven Utility District is very fortunate to have two treatment plants, one at Lakota Beach and the other at Redondo Beach. Be sure to be careful not to flush any medicines or grease down the lines because these can cause problems for the environment.



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Your Board of Commissioners

Len Englund - President
Chuck Gibson - Vice President
Tim McClain - Secretary
Don Miller - Commissioner
Ron Nowicki - 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.

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