



# 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](http://www.lakehaven.org)

January - February 2013

## **Commissioner's Corner**

Don Miller



It's a brand new year and with the change to a fresh calendar comes the opportunity to create new accomplishments that will build on the progress we made in 2012.

After nearly thirty years on the Board, I have come to appreciate that while we all recognize that water and sewer service plays a critical role in making our homes and businesses habitable, customers prefer our services delivered without a lot of fanfare and spectacle. If you turn the tap on and clean water comes out, we have largely done our job on the water side. If you push the lever on the toilet and it flushes properly, all is fine with the sewer service. This is, of course, a great oversimplification of what we do, but the truth is that we don't seek to create much attention to the role we play in your lives.

It takes a lot to make this service go as unnoticed as it is. The water and sewer utilities are businesses that have to be run efficiently; otherwise, we wouldn't maintain among the very lowest rates in the region. And unlike most businesses, the water and sewer systems have to be capable of functioning at peak level twenty four a day, three hundred sixty five days a year. Where we are similar to many other businesses is in the abundant coordination that is required between the technical and administrative sides of the operations. From engineers to treatment plant operators to customer service representatives to maintenance workers in the field, we have a dedicated group of highly motivated employees that work together to make the utility services run smoothly.

I remember our former Water District No. 124 Manager, Bill Martin, saying that we should strive to be a "first class operation" in meeting our responsibilities to our customers. This statement continues to reflect our ongoing mission. At the most basic level, it means that you are entitled to receive a service that meets, or exceeds, your standards.

We face a number of challenges in providing the "first class" services you have become accustomed to. As you would expect, we operate in a highly regulated environment. The Environmental Protection Agency and Department of Ecology each provide significant regulatory oversight over the sewer system.

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**Leonard D. Englund**  
Commissioner

**Charles I. Gibson**  
Commissioner

**Timothy A. McClain**  
Commissioner

**Donald L.P. Miller**  
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**Ronald E. Nowicki**  
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The sewage treatment plants operate within the constraints of permits that impose substantial and wide-ranging operational requirements. The water system, which is extensively connected to the systems of neighboring water utilities through interties, is regulated primarily by the Department of Health. Department of Health regulations require not only that we deliver clean water that is free of harmful chemicals and dangerous viruses; it must also be controlled for its ph level to make sure that it isn't corrosive to your plumbing system.

As a customer of the utility, I want the same peace of mind about the water and sewer service as you do. We hope we have provided this and invite you to contact us if you have any questions or concerns about your service.

## **FAREWELL**



**LINDA WEBER in Customer Services retires after 32 years of services with the District. Linda Kochmar and Marylin Evans also retired this year.**

The second half of 2012 saw the retirement of three long-time employees in the District's Administration Department.

Linda Kochmar retired at the end of August. She began her career in 1978 and served as the District's

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Risk Manager for the last twenty years. Many of you were familiar with Linda as a result of her long service on the Federal Way City Council. Linda ran a successful campaign to serve us in the State Legislature and is currently spending her days in Olympia during the 2013 legislative session. We look forward to her doing the same great job working in the legislature.

Marilyn Evans retired at the end of October. She began her career in 1990 and worked in the Finance Department overseeing payment of the District's bills. Marilyn spent a considerable amount of time and effort raising money for the Customer Assistance Program ("CAP") and its success owes much to her tremendous efforts. She continues to volunteer her time to the CAP during her retirement and is dedicated to bringing as much assistance to those in need as possible.

Linda Weber retired at the end of December. She started working for the District in 1981. Linda worked in Customer Service for most of her career and was a familiar face to those of you who pay your water and sewer bills at the District's Administration Building. As a testament to her service to customers, many customers came to the office in November and December to congratulate Linda on her retirement and wish her a fond farewell. She will be missed.

Congratulations to each and best wishes for a long and enjoyable retirement!

## **CUSTOMER ASSISTANCE PROGRAM**



The Customer Assistance Program would like to give special thanks to all the merchants and employees who donated to the District's annual gift basket auction for the Multi-Service Center. Thanks to Branches Nursery, Pacific Island Grill, Les Schwab Tire Co., Red Lobster, Jim's Detail Shop, Olive Garden, Jimmy John's, Trampoline Nation, Jimmy Mac's Roadhouse, Salty's, Firestone, Jump Start Coffee, Black Bear Diner, Auntie Anne's, Papa Murphy's, Elephant Car Wash, Tina's Hair Creations and District employees. \$1,676.00 was raised from the auction alone. In addition to the gift basket auction, over \$4,300.00 was raised via employee payroll deductions and \$2,300.00 via customer contributions in 2012. All monies raised were donated to the Multi-Service Center to help customers in need pay their water and sewer bills. That's a total of over \$8,276.00 to help those in need!

## **COMMUNITY OUTREACH PROGRAM**

Just a reminder that the District will be holding a meeting for customers interested in learning more about the District, its programs and ways to save money on water and sewer bills. The meeting is scheduled to be held at Lakehaven Center on February 6, 2013, from 3:00 to 6:00 p.m. More information about the meeting will be posted on the District's website in January.

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## ***KIDS' CORNER - WINTER FUN AND SAFETY TIPS***



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Winter fun is beckoning, so keeping kids healthy, warm and entertained can be tricky. Several thin layers will keep them dry and warm. Offer water often and watch for signs that they are getting chilled. Kids should take short indoor breaks every 20 to 30 minutes if the temperatures drop below 30 degrees. Consider wearing a helmet while enjoying outside activities if they involve fast movement on hard surfaces. Remember the sun's rays can still cause sunburn in the winter so cover exposed skin with sunscreen.

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## *Your Board of Commissioners*

Chuck Gibson - President  
Tim McClain - Vice President  
Don Miller- Secretary  
Len Englund - 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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