



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

May - June 2013

Commissioner's Corner

Len Englund



At Lakehaven, our mission statement provides, in part, that we will deliver high quality drinking water and wastewater treatment at the lowest reasonable costs. Our standards are high and our employees work hard every day to ensure these standards are met. Managing these resources is a tall order! Water, and wastewater, is sampled and tested at many stages. We (myself included) often take for granted that clean and clear water will come out of the faucet every time we turn it on! We also count on the wastewater system to efficiently treat and safely discharge water to the Puget Sound when we are done with it. Our commitment to the community is paramount.

We recently established a “Community Outreach” program. The program is designed to help customers learn more about the District and the services we provide. Our first “Community Outreach” event was held in February at our Lakehaven Center. Representatives from each department were available to provide information, make suggestions and answer questions that customers might have about all that we do at Lakehaven. Information was available about water conservation; infrastructure; leak detection; rates; connection fees; and billing issues. Our staff was well prepared with charts, diagrams, presentations and hand outs.

A question was asked at the meeting about our Capacity Rental Program. Our Finance Manager was able to answer the questions quickly and personally. For another customer, our engineering staff was available to help with questions involving new construction. Information about water and sewer availability letters and connections fees was also available. One customer wanted to know how they would be able to hook into the wastewater system and abandon their current septic system. It was a great opportunity to speak one on one with experts on our Lakehaven staff.

I would like to thank all our staff members who participated in the “Community Outreach” event. They are all professionals and have a “Customer In” attitude! I am extremely proud of each and every one. The staff that participated in the event took as much time as was needed to answer questions and guide ratepayers through some complicated processes. In a few cases, additional research was needed and staff

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members followed up with customers on the additional information needed.

At Lakehaven we are dedicated to you, our rate payers. We serve you and we are proud of the work we do. Feel free to wave the next time you see a Lakehaven crew or meter reader in your neighborhood. Water and wastewater service are the absolute lifeblood of our community. It all starts here and we at Lakehaven stand ready, willing and able to serve you!



INFILTRATION/INFLOW (I/I) PROGRAM

Infiltration and Inflow (I/I) are a continuing problem 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 private sewer laterals (side sewers) from homes and businesses, the sewer mains, and manholes. Typically during the rainy season, groundwater levels rise 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 through manholes or illicitly connected storm drains, basement drains,

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rain gutters, and yard drains. Industry studies suggest that generally 75% to 90% of I/I enters the sewer system from the privately owned 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 must repair or replace damaged pipes, remove illicit connections, and/or build larger pipes and treatment facilities to transport and treat the additional I/I flows.

While the costs associated with I/I reduction can be substantial, repairs and I/I reduction are necessary to maintain a functioning system. To assess the problem, the District has installed flow meters in the sewer system to measure I/I throughout the service area. From this, we have created computer flow models of the system that have allowed us to identify the most problematic areas. Using a robotic camera within the pipes, staff can televise, record, and assess the condition of the interior of the sewer pipes. While the District continues to correct known deficiency in public mains as the system continues to age, it is also creating a more comprehensive Infiltration and Inflow reduction program to manage the I/I problems found on both the public and private components of the system.

CAPACITY RENT UPDATE

After several years of initial development and careful refinement, the District “rolled out” the Capacity Rental Program (“Program”) at the beginning of 2013. Although it is still early in the implementation phase (with only two bi-monthly billing cycles complete at this point), we are beginning to see trends in the allocation of capacity rent that confirm the Board’s design that only the very largest users of excess capacity would be subject to capacity rent.

The Program provides that the use of capacity from which rent will be calculated will be measured on an annual basis. Because of this, periods of lower use of the water and sewer system that occur during the year will lower the annual average capacity demand over a rolling twelve-month period. With the addition of a grace credit allocated to all customers and the impact of an added 20% to the value of all credits held, customers only see capacity rent for use that far exceeds the amount purchased at connection. As an example, a single family residential customer will have to consume more than 220% of the amount of water consumed in the average single family residence over an entire year before they will begin to see capacity rent. Current data shows that only about 1% of the single family residential customers are receiving bills for capacity rent, and the charge for nearly half of these customers is less than \$10 for the two-month billing period.

We will continue to update you as the Program moves forward.

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CONSUMER CONFIDENCE REPORT

Starting July 1, 2013 you will be able to view the Lakehaven Utility District Annual Water Quality Report on-line at www.lakehaven.org/docs/CCR-2012.pdf. This report contains important information about the source and quality of your drinking water. Please call (253) 946-5442 if you would like a paper report delivered to your home.

For more information about how Lakehaven Utility District maintains the safety of your drinking water and to view additional water quality information go to www.lakehaven.org.

KIDS' CORNER - 2013 Water Festival



Commissioners Gibson and Miller Participate in the Pond Dipping Event with Federal Way elementary students at Green River Community College

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The District sponsored 340 Federal Way 4th & 5th grade students at the 2013 Water Festival. Presenters at the Festival teach our students the importance of water conservation and how to become better stewards to safeguard the environment. This is a fun learning event for the students and offers water conservation as part of their curriculum.

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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