

THE PIPELINE

Fall 2016
Issue 85

Serving this Community
since 1943.

Keeping Lakewood Water District
Customers Informed

*www.lakewood-water-dist.org

*Click on:

- ⇒ About Us
- ⇒ Commissioner Matters
- ⇒ Minutes
- ⇒ Resolutions

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BOARD OF COMMISSIONERS

President:
Lawrence R. Philarducci, Jr.
Vice President:
John S. Korsmo, Jr.
Secretary:
Gregory J. Rediske
General Manager:
Randall M. Black

The Board of Commissioners meets
the 3rd Thursday of each month
at the District
office - 3:30 pm.
Public Welcome



*www.lakewood-water-dist.org

Dear Lakewood Water District Customer,

At the time of this writing, we are enjoying what some are calling a beautiful "Indian summer," on the heels of an equally lovely summer season, and heading for fall. It's a time of transition, things all around us are changing. The leaves on the trees are turning all kinds of beautiful colors, our children and/or grandchildren have started school, some for the first time; the sun is coming up later and going down earlier each day, and for the first time in months, we're closing the windows and reaching for a sweater in the evening. We're on the verge of the fourth quarter of the year, with the holidays just around the corner, and football back in the stadiums and on our largest tv screens.

Even at your Lakewood Water District, it's a time of transition and change...we've just welcomed new members of our staff while others are heading for the new horizons of retirement; we're about to embark on a new technological adventure to increase our electronic, mobile platform to serve you better, and the "B" word is back...Budget. Our staff and budget team have already fired up the pencil sharpeners, calculators, and computers to again do the most and best we can for you and the District with the hard-earned dollars you so faithfully pay us every two months. We will be having a Budget Workshop in mid-October, if you want to come join in on the fun. ☺

In the midst of all this transition and change, however, two things remain constant—our abundant supply of good, safe, dependable water and our commitment to serve it to you each day. We may turn over every stone to look for savings and ways to decrease expenses, but we will never "scrimp" on the quality of our water or our service to you.

Thanksgiving is just around the corner. As we sit around our tables to give thanks for all the abundance we enjoy, and share with friends and family the many things we're thankful for, please know that you will be included on each of our lists.

Enjoy your fall,
Your Board of Commissioners

Commissioner Meeting Highlights

July

Board approves 0% interest on 5-year financing of main/service installations for Temporary Service Agreement-holders

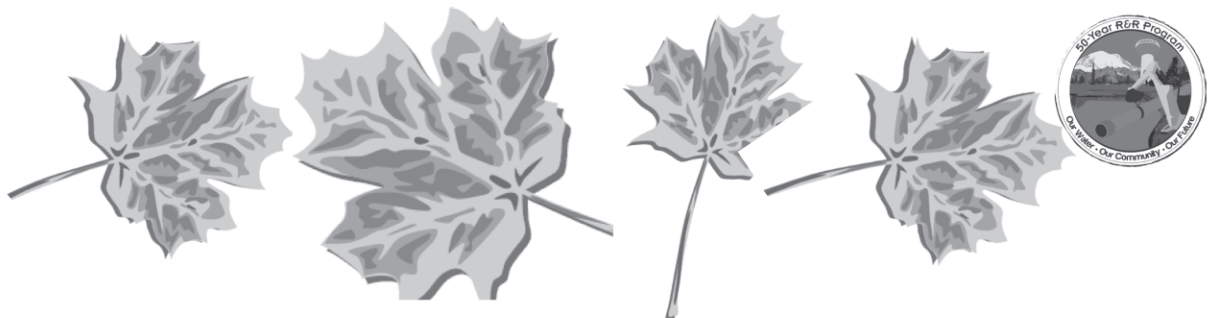
August

Board adopts Resolution No. B-1437 and new Vacation Rollover and Cash-out Policy
Board approves 9/1 Property and Liability Insurance Renewal

September

Board grants conditional final acceptance of American Lake Gardens Tank Recoating Project

For more information, please visit our website.*



Pay your
bill online



Pay Bill Online

Pay your bill securely online by clicking on the image above.
You will need your full account number either from your bill or notice.

YOUR PASSWORD OR CUSTOMER PIN, IF NOT PREVIOUSLY ESTABLISHED, CAN BE PROVIDED TO YOU BY A CUSTOMER SERVICE AGENT BY CALLING 253-588-4423 DURING BUSINESS HOURS OF 8:30AM-5PM PST.

Simplify Your Life... Sign up for Auto-pay Online

We understand our customers are busy people with many things to do each day, and it may be easy to lose track of a water bill that only needs to be paid every two months.

To make paying your bill quick, easy, and convenient, we invite you to sign up for ACH (automatic payment) on our website at www.lakewood-water-dist.org. Just click on *“Pay your bill online”* and follow the steps for *“ACH or Automatic Payment.”*

As always, if you would like some assistance with this process, please call us at 588-4423, and we'll be glad to help you.



LWD Goes “Live with Lucy” in October

Our field staff will no longer have to drive in from the field to the office to pick up a service order or have to pull over alongside the road to take down the information over the phone. They'll no longer have to make hand-written notes of action taken and then call it in or drive it in to the office for recording and processing, often many times a day. Why? In a word, “Lucy.”

Lakewood Water District is pleased to be going live with our mobile platform in early October. We are equipping our field staff with tablets loaded with a service-order software system called Lucy. Service orders generated by the customer service representatives will be downloaded to a staff member's tablet, allowing them to receive service orders in near real time, respond to the service request even more quickly than they already do, record any and all action taken electronically on their tablet, and make that information automatically available to the customer service staff in the office.

This mobile platform will also allow our personnel in the field to have mobile, near instant access to a great deal of information on the District's servers, including maintenance manuals, vendor contacts, maps, valve cards,

and hydrant cards, enabling our staff to be even more efficient and effective in the field.

Lucy is also a segue for the District to develop and operate a detailed asset management program. This program will assist us in scheduling routine maintenance tasks and monitor the assets and their usage, condition, and estimated useful life. The service order information in the system is searchable, so we can see how many times an asset has needed repair and then use the information to make decisions as to when to replace or repair the device to avoid unplanned service outages or downtime.

Our customer service staff will still generate service orders electronically on their computers in the office, just like they've done for years...but after that, they'll no longer have to take time and resources to print the service order, get it to the appropriate field staff member, and record and process the service order once the work has been done. This near real time information will help our staff keep you informed as to the status of your requests, any work needed/done, and other pertinent information.

We are excited to go “Live with Lucy” to help us get better at serving you the best.