



THE PIPELINE

Spring 2016
Issue 83

Serving this Community
since 1943.

Keeping Lakewood Water District
Customers Informed

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Published by
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BOARD OF COMMISSIONERS

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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 Faithful Lakewood Water District Customers,

The past several messages from your friendly Commissioners have been fairly "heavy" with discussions of extensive capital projects, rate increases, legislation, availability of water, and on and on.

Hey! Spring is here. How about greeting it with something a little "lighter," like a couple of corny water jokes?

Like the story about the father who sent his kid to bed. Five minutes later, the boy yells downstairs, "Dad! Can you get me a glass of water?!" The dad says, "No; you had your chance." After a minute, the boy yells again, "Dad!

Can you get me a glass of water?!" Dad said, "No; I told you, you had your chance. If you ask me one more time, I'll come up there and have a serious talk with you!" After a short silence, the father hears, "Dad! When you come up to have a serious talk with me, can you bring me a glass of water?"

Or... three men were golfing. There were Jesus, Moses, and an old man. They've been pretty evenly matched until they arrive at the 11th hole to find a huge water hazard. Moses tees it up and smacks his ball right out into the middle of the hazard. Without a second thought, he parts the water, hits the ball, and gets it on the fairway, one stroke from the green. Then Jesus tees it up and smacks his ball right into the middle of the hazard. Without a second thought, he walks out on the water and hits the ball right onto the green. Finally,

the old man tees up and hits his ball into the water. A fish swims up from the bottom of the hazard with the ball in his mouth. An eagle swoops down, picks up the fish and carries it over the hole, where the fish drops the ball right into the cup. Jesus looks at the old man, as Moses pencils in another "1" on the old man's card, and whispers, "Alright Dad; stop showing off!"

On the serious side, as we emerge from a very wet winter, your water usage may increase. If so, be mindful of its cost resulting from our necessary rate increases effective January 1, 2016. If you need any information or have questions regarding your account, please contact the District office. Our Customer Service staff stands ready to help.

Enjoy your spring,
Your Board of Commissioners

No Flint, Michigan Issues Here!

Due to recent events in Flint Michigan and the growing public concern over the level of lead and copper content in potable water, Lakewood Water District has re-examined its historical data and methodology for complying with the Lead and Copper Rule (LCR) to be sure it is taking all necessary steps to ensure the health and wellbeing of its customers.

Continued on backpage



No Flint, *Continued from front page*

The primary issue facing Flint and many east coast cities is the corrosiveness of water and the potential for leaching toxic metals, including lead and copper, into the water system. Corrosion will occur anywhere a galvanic cell or field can be established. To establish the field, all that is needed is two dissimilar metals that are connected directly or indirectly by an electrolyte such as water. The degree of corrosion in a potable water system is determined by the water's chemical make-up. The basic rule of thumb is the lower the pH, the more corrosive or "aggressive" the water. Hardness (as measured by the amount of Calcium Carbonate CaCO_3) and temperature are also possible indicators of the aggressive potential of water.

The District's sole source of water is ground water from thirty (30) active wells. The District is fortunate to be able to draw from four different aquifers underlying its service boundary area. Therefore, water in any given water storage facility or portion of the distribution system or an individual customer's residence at any given time can be a blend from several different wells from up to four different aquifers. The overall degree of blending is dependent upon time of day, time of year, system demand, and source availability. The District has installed continuous chlorine and pH analyzers at all storage and treatment facilities as well as several booster station facilities. The analyzers combined with the District's SCADA system provide real-time water quality monitoring capability.

Due to the blended nature of the water, the District calculates the average Hardness to be on the low end of the "moderately hard" scale with a system average of 70 mg/L. The District's pH averages between 7.0 and 7.4 which is slightly alkaline. This combination of pH and Hardness does not constitute aggressive or highly corrosive water, validating the fact the District's water has not historically had issues with extensive lead or copper corrosion. In fact, evidence from sampling data and the infrastructure Replacement and Rehabilitation (R&R) program suggests the pH and Hardness combination stimulates the generation of a biofilm lining of pipes thereby directly inhibiting any corrosive conductivity of the water.

Since the advent of the LCR, the District has been diligent in following its customer tap lead and copper sampling protocol. Since 2001, the highest lead test result from a customer tap is 0.004 mg/L (parts per million) or 4 $\mu\text{g/L}$ (parts per billion) with the sample average <0.002 mg/L. The present Action Level for lead under the LCR is 0.015 mg/L or 15 $\mu\text{g/L}$. The highest copper test result from a customer tap is 0.72 mg/L. The Action Level for copper is presently set at 1.3 mg/L. June 2014 test results show a copper sample average of 0.16 mg/L. The District employs an independent laboratory (Water Management in Tacoma) to process all its reporting samples. The lab sends the sample results directly to the Washington State Department of Health, thereby eliminating any potential possibility of tampering with or falsifying data by District personnel. Once the District receives the test results, it immediately sends the results to all customers who willingly participated in the program.

The District regularly conducts before-treatment Inorganic Compound (IOC) tests on its source wells. Lead and copper levels in the raw water are two of the twenty-nine elements sampled for in the IOC test. The average system-wide well source lead test results equal 0.002 mg/L, well below the LCR 0.015 mg/L Action Level. The highest result for copper in the test data equals 0.03 mg/L with the system average of <0.02 mg/L.

Can what happened in Flint happen in Lakewood? Very unlikely; State law specifically prohibits the District from changing its source water without conducting extensive testing to absolutely ensure there are no negative effects on the District's customer base. The District has always been and will continue to be committed to provide the safest, highest quality water possible. If you have any questions or concerns, please call our Water Quality team at 588-4423.

NOTE: We understand this writing is long and quite technical, but felt it was important to give you this level of detail in light of the importance of the matter.

LWD Launches New Backflow Testing Program to Save You Time and \$



Those of you with backflow devices can now have your devices tested automatically for a fee of only \$27/year per device. Letters are in the process of being sent to our customers with backflow devices, inviting you to join our new program. Just complete the enclosed agreement and return it to the District. For more information, go to the announcement/link on the homepage of our website at www.lakewood-water-dist.org!

Improved Online Bill-Pay Provisions

The District's vendor for receiving and processing payments from customers via their bank's online bill-pay services has changed. The new vendor is ACI Worldwide.

Why is this important to you? Because now, if you are a District customer who pays your bill through your bank's website, **it is very important that you enter your account number exactly as it appears on your bill, including all numbers and dashes.**

District account numbers are always 5 numbers, followed by a dash, and then another 5 or 6 numbers. Entering your account number exactly as it appears on your bill ensure your payments are applied to the correct accounts. If you have **multiple accounts**, it is very important to make sure you enter the right number for each account.

This is also a good time to **make sure all the information on your account is current**; such as mailing addresses, phone numbers, and email addresses. We thank you in advance for your continuing efforts in helping us serve you more efficiently; and, as always, if you have any questions or concerns, please call our Customer Service Staff who is happy to help you!