



Summer 2011  
Issue 64

Keeping Lakewood Water District  
Customers Informed

"SERVING THIS COMMUNITY  
SINCE 1943"

# The Pipeline

## *Dear Lakewood Water District Customers,*

*I hope many of you took occasion to visit the recent Norman Rockwell exhibit at the Tacoma Art Museum. It's somewhat sobering to realize that some of our younger fans may not know who he was. For those of us burdened (blessed?) with an abundance of years, the hundreds of Saturday Evening Post covers displayed brought back fond memories of American life during the 1930's and 1940's, and some not-so-fond memories of events of the turbulent 1950's and 1960's. His many famous oil paintings on which the magazine covers were based were awesome to behold, particularly the "Four Freedoms" group.*

*The recurring theme throughout the decades of illustrations was the warmth and humor of family life and neighborhoods of friends interested in and concerned with one another. This "small town" feeling brought to mind the importance to us of how you view your Lakewood Water District and its relationship to you. Our inception was back in the 1940's when Lakewood truly was a small town (not even a town then, but merely a small suburban community) easily served by the District with a personal touch. We grew in size as the community grew, but our approach to serving you has not changed. We strive to maintain that personal touch. The majority of our staff has been with the District for years and understands the importance of this relationship.*

*You have seen fit to elect and re-elect commissioners who are longtime members of the Lakewood community and who also understand and appreciate the importance of maintaining the feeling of "community." We all have taken that into consideration when making decisions affecting you and will continue to do so. Thanks for allowing us to serve.*

*Your Board of Commissioners*

Published by  
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Mon.-Fri. 8:30am-5:00pm  
Phone: (253) 588-4423

[www.lakewood-water-dist.org](http://www.lakewood-water-dist.org)

#### BOARD OF COMMISSIONERS

President:  
Lawrence R Ghilarducci, Jr.  
Vice President:  
William W. Philip  
Secretary:  
John S. Korsmo, Jr.  
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



## **New Direct Phone Number to Pay Your Bill**

# **(253) 292-4377**



The District continues to accept VISA or MasterCard credit or debit cards, making it available for our customers to pay their bill in person, over the phone, or online at [www.lakewood-water-dist.org](http://www.lakewood-water-dist.org).

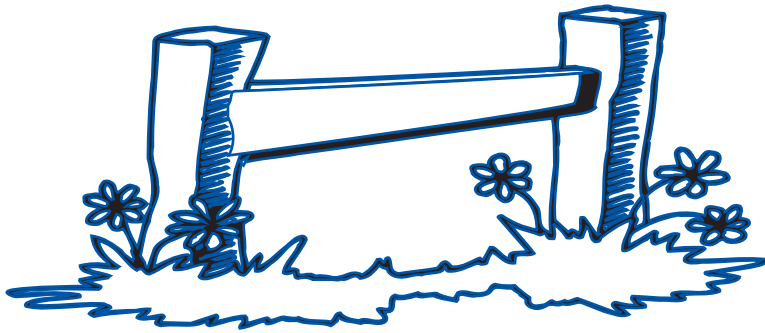
We now have a direct phone number for you to call 24 hours a day, 7 days a week to make your payment. This number is (253) 292-4377. If you need assistance utilizing the automated system or using the online features that are available to you through our website, please feel free to call our office during business hours at (253) 588-4423, and a customer service representative will be glad to help you!

## ARE YOU OR YOUR TENANT MOVING?

If you are moving and need to close your account or transfer the responsibility for paying the water bill, please contact our Customer Service Department at (253) 588-4423 one day prior to your move-out date. This allows the District staff adequate time to schedule the service order, read your meter, and close your account. Your closing bill will be calculated and mailed to your forwarding address within two weeks, and your deposit will be applied to that closing bill. **PLEASE NOTE: A new owner or tenant is responsible for contacting our office to set up service and pay a deposit.** Where applicable and possible, this should be done within seven days of closing the old account.



It is also important that all owners and rental agencies contact the District Office before your tenant vacates your property to obtain the amount owing on their final bill, as the owner is ultimately responsible for all outstanding debts and penalties not paid in full by your tenant according to RCW law.



## WATER-WISE USE TIPS HELP KEEP "GREEN" IN YOUR LAWN AND IN YOUR WALLET

Summer has arrived, and proper lawn care and water-wise usage are important and can help you keep the "green" in your lawn and in your bank account! Over-watering is the most common plant problem. It not only is wasteful but also increases fertilizer needs and the likelihood of lawn and garden insect and disease infestations.

Here are a few tips for a healthier, happier lawn.

- Water before 10:00 a.m. or after 9:00 p.m.
- Grass is best watered with sprinklers; trees, shrubs, garden flowers, and ground covers should be watered at the base with a garden hose or with drip irrigation.
- 85% of all landscape problems are directly related to over-watering.
- Healthy lawns usually need only 1 inch of water per week and a little more during especially dry, hot weather.
- Use the More/Less approach—it is more effective to use more water less often than less water more often. In other words, it is better to saturate your lawn once or twice a week than lightly watering every day or every other day.
- Free rain/watering gauges are available at the District Office.

## Service Fee Changes— Goodbye to Two, Hello to One New

On April 21, 2011, the Board of Commissioners approved the discontinuation of two service fees. One is a \$2 fee for water turn-on/off during business hours per customer request, and the other is a \$2 service fee for the set-up of a new customer account.

The Board also approved the implementation of a new service fee and the increase of another service fee to be effective September 1, 2011.

The new fee will be for after-hour turn-on of accounts that had been disconnected due to non-payment. This fee will be \$50, and will be charged directly to the customer's account. If water is turned on during business hours, there will be no fee.

The Board approved an increase of the after-hour water turn-on/off per customer request fee from \$5 to \$20. This fee has not been increased since 1958.

These fee changes are being made to help recover the District's costs of sending its on-call staff out to perform non-emergency services after normal business hours.

As always, it is encouraged to have a private shut-off valve installed in your home if one is not already available. The District's business hours are M-F 8:30 a.m. to 5:00 p.m. If you have any questions, please feel free to call our office at (253) 588-4423, and a customer service representative will be glad to help you.

