



Summer, 2010  
Issue 60

Keeping Lakewood Water District  
Customers Informed

"SERVING THIS COMMUNITY  
SINCE 1943"

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

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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



# The Pipeline

## A Note From Your Commissioners...

*Well, it's that time of year again...we have just finished pouring our hearts and souls into our Water Quality and Annual Business Report (which you should have received by now), yet our staff insists we still need to figure out something newsworthy to say to you, our faithful readers of "The Pipeline." We hold nothing back from you in our Annual Report, so there is little left to say the next day...but we'll do our best. Please do read our Annual Report; it really does contain a lot of good information about your water, your water district, your water district staff, and all that is being done for you, our water district customers.*

*At our fun-filled monthly meetings, we continue to perform such required tasks as reviewing financial reports presented by our Finance Director, approving and authorizing payment of bills, and listening (intently, raptly) to reports from our Superintendent and General Manager. Periodically, our lawyers and financial consultants appear to explain what they have done for us lately on pending matters requiring their services and fees. To a casual observer this may not be terribly exciting stuff; however, it is our reason for existing.*

*Occasionally, we really turn up the heat and buy things such as motors for our pumps to keep our wells going and good tires for our trucks to be safe on the roads serving you. We try to keep these weighty decisions to a minimum in order to avoid undue stress on your Commissioners. Seriously, though, during these economic times, our scrutiny continues to be more acute than ever. Our budget has been very tight this year, and we have only taken care of things essential to our safe operation. Our staff beats every bush and turns over every stone to make sure we are getting the best product or service for the best price available. We really do realize we are spending your money, and we really do watch every penny and spend it with the utmost caution and care.*

*We are excited about the activation of the new "IVR" (Interactive Voice Response) feature on our phone system. We purchased the service as part of our phone package last year, but it took some time to be able to integrate it into our computer system. You can now pay your bill over the phone 24-7. Don't worry...we'll still be answering the phone during normal business hours (not "Automated Annie"), and then we can transfer you to this automated service if you want to pay your bill at that time. "Automated Annie" will, however, help you after business hours if you want to pay your bill over the phone.*

*This feature also helps us get important notifications to you automatically. In the past, if we needed to get a message to all our customers, it would take days and thousands of dollars just to get a letter to you. To call you would take way longer and way more money. Our new IVR system now allows us to get those calls to you in a matter of hours. So...please be sure we have a good phone number for you, so you don't miss out on the latest scoop from your friendly neighborhood water district.*

*The three of us enjoy our jobs as commissioners and thank you for electing us to these positions, allowing us to make a meaningful contribution to our community. Our regular meetings are held at the District Office at 3:30 p.m. the third Thursday of each month and are open to the public. Please feel free to join us and share the excitement.*

*Have a great summer!  
Your Board of Commissioners*

## 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 two 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 Your Wallet

Summer has arrived, and proper lawn care and water-wise usage are important. Using water wisely helps 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 a.m. or after 9 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.

## District Q & A

The Lakewood Water District receives many customer questions. Following is one of the most frequent, and the answer. We hope it helps.

### Q. How do I turn my water off for repairs?

A. You may call our office during regular business hours of 8:30 a.m.-5:00 p.m. weekdays to request your water be turned off for repairs. Once scheduled, we ask for a one-hour window in which to arrive. In case of an emergency such as broken pipes, leaks, etc., we will turn water off 24 hours a day, 7 days a week. The charge is currently \$2.00 on your next

*Continued next column.*

## Employee Spotlight

Richard Daniels



Richard Daniels joined the LWD team as an equipment operator in April of 2008.



Richard's duties include installation of mains and service/repair to water utilities. He enjoys all aspects of his job and serving our customers. Rich grew up in the Snoqualmie area and graduated from Washington High School. He also attended Clover Park Vocational Technical Institute (now Clover Park Technical College).

He and his wife, Michelle, have three children—Travis, Ashley, and Malissa. They also enjoy their 3-year-old granddaughter, Tatyana. Away from work, Rich enjoys watching NASCAR racing, riding dirt bikes, quads (aka 4-wheelers), and working in his yard.

*Continued from previous column.*

water bill and includes turning it back on when repairs are completed. You may already have, or you may purchase, a water shut-off valve for your property, enabling you to turn off your water yourself. We do ask you to not turn your water off directly at the meter. We do our best to maintain all our meters; but occasionally, parts can wear out, and the District has the staff and tools to turn it off properly and avoid possible problems. Customers are billed for time and materials if they turn off the meter themselves and break the angle valve. We are happy to provide this turn-off service for you.

Please feel free to call us for any clarification on this answer or with other questions we can answer for you. There are more questions and answers available on the "FAQ" section of our website.