



SUMMER, 2008

Issue 52

Keeping Lakewood
Water District Customers
Informed

"SERVING THIS
COMMUNITY SINCE 1943"

The Pipeline

An Update From Your Commissioners

Each quarter our staff insists we produce some newsworthy words of wisdom to enlighten ardent readers of "The Pipeline." We seem to be running high on words and low on wisdom this issue.

There is little going on at your friendly Water District which has not been reported earlier. We continue to work toward the construction and replacement of water mains in areas of the District, the acquisition from Abitibi of their remaining water rights, and the finalization of several wholesale water agreements.

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 trucks, generators, fuel storage tanks, and real estate to house our expanding facilities. We try to keep these weighty decisions to a minimum in order to avoid undue stress on your Commissioners.

Annually, we must adopt a budget... always an interesting exercise since our sales are impacted directly by the weather. For the year 2008, we anticipated total operating revenues in excess of \$5,500,000 and a net income of slightly more than \$570,000 (all of which is destined for debt reduction and future capital expenditures). This was before our unusually cold spring. We'll see!



This quarter, the issue of health insurance with its ever-increasing cost is on our plates. We do obtain information from other water utilities as to the nature and extent of their benefits. Since we strongly believe we have a superior group of talented and loyal employees, we try to reward them with competitive benefits. We are able to do so within tight budget constraints because of their productivity, which allows us to operate with fewer people than other purveyors serving a comparable number of customers.

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 pm. 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!

Sincerely,

Your Board of Commissioners

A few scenes from the 65th Anniversary Celebration. For more details, see the back page.



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



Celebrating 65 Years of Service



1943. Computers were huge, TV's were small, and gasoline cost 19 cents a gallon. It was also the year Lakewood Water District first starting pumping water to the community. And while computers have become pocket-sized, TV's now take up entire walls, and gasoline prices have increased astronomically, Lakewood Water District has kept the same goal over the last 65 years: Provide the highest quality water and customer service to our customers.

When the District first started serving our 7,900 customers in 1943, our 4 wells and 3 tanks were plenty. Over the years, however, those 7,900 people multiplied, and so have our resources. Today over 61,000 customers rely on us everyday when they turn on the faucet, so in order to meet their needs, we now maintain 31 wells, 13 tanks, and a total possible storage capacity of 26 million gallons. Yet in keeping with our goal of quality customer service, we have implemented a rate increase only seven times over the last 65 years.

Of course, customer service doesn't only apply to rates. We could give water away, but if it wasn't safe, what kind of service would that be? That's why over the years we have made it a top priority to continue upgrading our system to ensure every gallon every day is as pure and safe as possible. We filter out minerals that taste bad, add a tiny amount of chlorine for disinfectant purposes, and then test it weekly for good measure. We have continued to upgrade our water mains and services to ensure consistent service to the community. Nobody likes poor water pressure, so we have increased areas that were uncomfortably low and are looking to do the same to other areas in the very near future. When it comes time to pay your bill, we have multiple options in place to make it more convenient for you the customer. These include paying by mail, over the phone, or even on the Internet. Have a question or concern? Just give us a call, and we will either answer your question over the phone or, if need be, send a State Certified technician out to your home. We even have a friendly technician on call 24 hours a day, seven days a week to assist you with your needs. These are but a few of the ways we as your water district have strived over the past 65 years to exceed your expectations of what a utility company should be.

No one knows for sure what the future holds. Computers will probably get smaller, TV's will (hopefully) get bigger, and yes, gasoline will surely get more expensive. For what it's worth, though, there is one thing customers of Lakewood Water District can count on. For 65 years we have served the community with dedication and quality customer service, and we will continue to do that for the next 65 years and beyond. Thank you for letting us do so.



District staff welcomed our guests.

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Flower Pots at the District Office

Have you driven by our District office lately? If you have, you might have noticed our flower pots out front. Every year, our staff works hard to fill these pots with beautiful flowers. This year, our staff has filled the flower pots with shades of red, white, blue, and purples. These pots are not only there to beautify our grounds, but also to provide protection and security. Each pot weighs approximately 400 pounds, and together they provide a beautiful barricade between our office and a possible out-of-control motorist. So if you have a chance to drive by the office and take a look, please do so. We strive to provide a beautiful setting to receive, serve, and protect you, our customers.



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Customers, vendors, and staff joined in the June 3 anniversary celebration.

We were honored to have several of the District's past staff visit for the celebration.

