



# The Pipeline

SUMMER, 2007  
Issue 48

**Keeping Lakewood  
Water District  
Customers Informed**  
"SERVING THIS  
COMMUNITY SINCE  
1943"

**Published by**  
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## **BOARD OF COMMISSIONERS**

**President:**  
Lawrence R Ghilarducci, Jr.  
**Vice President:**  
William W. Phillip  
**Secretary:**  
John S. Korsmo, Jr.  
**General Manager:**  
Randy Black

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



## **An Update From Your Commissioners**

*Annually, by law, the Lakewood Water District is subjected to an extensive audit by the Washington State Auditor's Office. While they review all aspects of our operation, each year they pay particular attention to different elements of it, for example, the handling of cash; the accounting for our inventory of supplies, tools, and equipment; whether or not the meetings of the Commissioners are conducted and reported pursuant to applicable statutes; the proper investment of our funds; or the application of appropriate accounting principles in the preparation and maintenance of our financial reports.*

*We are delighted to report that for the year 2005, for which the most recent audit was completed, we received a totally "clean" report. In fact, it was the 11th year in a row that the District had zero findings. We also received many compliments from the auditing team on how the business of the District is conducted, the cooperation of our staff in the performance of the audit, and our willingness to seek advice from the Auditor's Office during the year as questions arise. Compliments to General Manager Randy Black and Finance Director David Logan along with all of our employees who participated in this year's audit.*

*We are very excited to be able to offer to you our new Citizen Web online account services website. This service now affords our customers the opportunity to pay their bills online by credit cards, check cards, or straight out of your bank account with a one-time easy-pay feature. Other online services include viewing your bill, printing a duplicate statement, reviewing your consumption history, or initiating a service order if you have a need. We believe this will provide potential savings to the customer in that checks no longer need to be written, postage expense is eliminated, and payments are credited immediately to your account. We hope more and more of you will take advantage of this service, since keeping our costs down helps keep our rates down. Please see the article in this edition of "The Pipeline" for more information.*

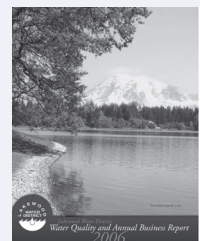
*Another exciting adventure your District has been involved in is obtaining the remaining 1.4 million gallons a day (mgd) of water from the old Abitibi Mills in Steilacoom. As you might remember, we purchased the initial 6 mgd from the mill in 2004. Our application for the remaining 1.4 mgd now sits in the capable hands of the Department of Ecology. We anticipate receiving approval by year's end. These opportunities have been significant in securing abundant water supply for our District for years to come as well as having some extra supply that we might sell to other water systems in need in Pierce County. We are proud to become a regional supplier of water and to be a good neighbor to those water purveyors around us, that we all might benefit.*

*Sincerely,  
Your Board of Commissioners*

## **District Gets All "A's" on Annual Water Quality and Business "Report Card"**

*The District was pleased to mail to you this year's **Water Quality and Annual Business Report** the last week of June. We're proud of the high quality of our water and the good results we receive from our sound business practices. Please take a few minutes to review your Lakewood Water District's annual "report card"; we trust you will be pleased. If you haven't received your copy of this*

*Continued on back page.*



# Citizen Web Provides New Online Services to District Customers



The District is pleased to announce it has released a new Internet-based program called Citizen Web that provides online opportunities to you, our customers. This new site enables you to pay your water bill, look at your account history, print copies of statements, request statements to be emailed to you, and request service orders on your account—all online!

To access the new, convenient services of Citizen Web, just go to our website at [www.lakewood-water-dist.org](http://www.lakewood-water-dist.org) and click on “Pay My Bill Using Online Services” in the middle of the page.

By now, you should have received a letter from the District notifying you of your PIN number and giving you additional details and information on how to use all the services of this new site. If you have not received your letter, please feel free to call our Customer Service staff at 253/588-4423.

## Credit Card and Automatic Bill Payment

The District continues to accept VISA or MasterCard credit or check card payments in person or over the phone as well. And, as always, we continue to offer the convenience of our Automatic Bill Payment Service, where your payment is automatically deducted from the account you designate. To sign up for Automatic Bill Payment, you can contact the District Office at 588-4423 or download the application from the District Web site at: [www.lakewood-water-dist.org](http://www.lakewood-water-dist.org). We continue to look for new and improved ways to serve you better.



## 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 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.

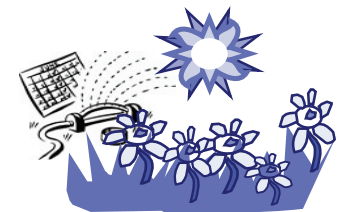
**Remember, according to RCW laws, the owner is ultimately responsible for all outstanding debts and penalties not paid in full by your tenant.**

## Annual Report (continued from front page)

year's Report, please call the District office at 253/588-4423 and ask for Christie. She'll be glad to send you one, or you can view it on our website: [www.lakewood-water-dist.org](http://www.lakewood-water-dist.org).

## Water-Wise Tips Help Keep “Green” in Your Lawn and Your Wallet

Summer has arrived, and proper lawn care and water-wise usage are important. It is possible to 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.