



The Water Line

Volume 1
Issue 1
June 2020

Semi-Annual Newsletter

SunLand Water District (SWD) will now send out a semi-annual newsletter to our customers, starting with this one! This is to honor our retired Commissioner Al Friess' charge to stay more connected to our customers. Since this is our first official newsletter, we've included many updates and other information.



SWD office on Woodcock Road

COVID-19

We have been sending SWD COVID-19 updates via email and updating our website with pertinent COVID-19 information related to water and wastewater districts.

Page 6 includes our most recent COVID-19 communication regarding testing our wastewater system.

If you are visiting our office, please wear a face mask if you are able. If you do not have a mask, we've provided some complimentary masks next to our front door.

Please refer to our website and our previous emails for additional information regarding COVID-19.

Contact Information

5762 Woodcock Road
Sequim, WA 98382
www.sunlandwater.com
Office: 360-683-3905
Email: Judy@sunlandwater.com

Office Hours

Monday—Friday 9 am—1 pm

SWD Board of Commissioners

Jim Larison—President
Gary Fortmann—Secretary
Al Frank—Commissioner

SWD Staff

Management & Office Staff

Mike Langley—District Manager
Judy Gamble—Office Administrator
and Accounts Receivable
Karen Shay—Bookkeeper

Water Team

Scott Garner—Lead Water Operator
Rocky Burbank—Building & Grounds
Maintenance

Wastewater Team

Willy Burbank—Wastewater Treatment
Plant Supervisor
Rich Sleeper—Lead Wastewater Treat-
ment Plant Operator
Pat Osborne—Wastewater Treatment
Plant Operator

What's in Our Water?

*Only water! That's right, SWD does not add anything to our wa-
ter. It's pumped straight from the ground, into our reservoirs,
and into your homes.*

General Information & Updates

Board of Commissioners

SWD Commissioner **Al Friess** retired at the end of 2019. We thank Al for his 10 years of service, where he participated in the passage of 42 Board Resolutions, 10 annual Budgets and the construction of our new office on Woodcock Road.

In 2020, The SWD Board welcomed our new commissioner **Al Frank**.

Staff Updates

Jay Griffith, our Building and Ground Maintenance Manager, retired in June after 22 years with SWD. Jay was always one of the first team members to respond, day or night, to water & wastewater emergencies; and he kept the SWD grounds looking great all these years.

Rocky Burbank joined the SWD team this month as our new Building and Grounds Maintenance person. Once Rocky is settled, he'll begin training for his water certifications.

Dutch Williamson, who was with SWD for 4 years, has moved on to other work on the Peninsula. In his time at SWD, Dutch created an Emergency Response Plan, created a detailed inventory list, and built digital maps of our water and wastewater lines.



Jay already settling into retirement at his family farm.

Meter Reading

SWD now reads meters every two months. If we see a large variance in your average water consumption between reads, Karen Shay will reach out to you to let you know what we've found so you can take action quickly, if necessary.

Taylor Lift Station

Check out our new above-ground lift station on Taylor Blvd! SWD staff no longer have to crawl down inside the wet well in the sewage to do pump maintenance and repair tasks as the new pumps are set above ground.



Installation of new Taylor Lift Station

WATER/WASTEWATER PAYMENTS

Payment Due Dates

SWD bills are mailed annually in December. You may pay your bill annually, semi-annually, or quarterly. If you are a quarterly payer, here's a reminder of the upcoming payment due dates.

Q3 2020 – Due July 1st, but you have until Monday, August 3rd for your payment to be received in our office before a late fee is assessed.

Q4 2020 – Due October 1st, but you have until Monday, November 2nd for your payment to be received in our office before a late fee is assessed.

Payment Options

Payments can be made via:

- USPS mail.
- Dropped off in person in our office.
- Set up payment to SWD via your bank's autopay system. Be sure they process and mail the check in time for us to receive it in the office by the due dates above. Remember to review your autopay annually for the current amount due from your bill.
- Credit card over the phone or in person through our Square credit card processor. Square credit card service charges 3.5% on the transaction amount + \$0.15 transaction fee for each credit card run, so please add that expense to your amount due if you want to pay via credit card. Call our office for the adjusted payment amount.
- Please **DO NOT** give SLOA your water / wastewater payments.

Other Payment Option Ideas

Thank you to everyone who's offered alternative payment option ideas. Here are two ideas that are regularly brought to our attention and the explanations why they don't work for us at this time.

Drop Box

Many people have asked about a drop box at our office. Our state auditor said we cannot put a hole in our building for people to drop payments, it's not secure.

Also, customers cannot enter the premises between 5 pm each evening and 8 am the next morning because we rope off our office parking lot after 5 pm.

Online Payment System

Customers have also asked about an online payment website/portal. Research shows the cost to be between \$3,000 - \$5,000 per year, there's a base cost plus a variable cost depending on how many residents use it.

Since we have less than 1,000 accounts and our customer base is fairly static, adding a payment portal would cost each SWD account an additional \$3-\$5 per year and only about a quarter or less of residents would use it.

As mentioned above, many online banking systems offer bill pay, where you set up auto-payments to SWD; and your bank directly mails SWD a check.

IN CASE OF AN EMERGENCY...

Emergency Contact System

Our emergency contact system is called One Call Now. In the case of a water/wastewater emergency, whether localized to one part of SunLand or for all of SunLand and SVE, SWD will use our One Call Now system as the main, but not only, way to contact you swiftly.



The order of contact is:

1. Text message on cell phones
2. Emails
3. Phone calls to the cell phones we texted, cell phones who don't receive texts, and landline/home phone numbers
4. Door hanger for any addresses who do not have a phone number or email address on file in our office.

If your cell phone(s), landline, and email(s) are all on file with us, you **WILL** be contacted via **ALL** communications you provided.

We've heard this can be frustrating to someone who receives multiple messages, especially if they are currently living part-time outside SunLand (and sometimes in a different time

zone) when the message is sent. If you receive a text or email from us, your phone is likely to ring next. Feel free to let the phone call go to voicemail if you received a text or email already.

The phone number you will receive a phone call from is 360-683-3905. Please add this phone number to your contact list so you know it's the Water District calling. One Call Now's phone calls sound like robo or spam calls, so adding our phone number to your contacts list may help you at least stay on the line to listen vs hanging up on what may start by sounding like a spam call.

Water Usage in an Emergency

If surrounding areas experience an emergency or natural disaster that also affects SunLand, please know that your water usage is tied to power. As soon as you hear there's a major emergency that could affect power and/or water, please:

- Reduce water usage to necessary needs only
- Turn off all irrigation
- Use wastewater services sparingly

Having a few gallons of water stored in the garage or basement is wise, along with a couple of empty containers with lids in case you need to get water and bring it home.

WATER & WASTEWATER BEST PRACTICES

Irrigation Season

Summer's here and many of you have started irrigating. Remember to set your irrigation controllers to water **every other day**. The best times to irrigate are early morning, early evening or at night.



SWD encourages the old method of sprinklers and over-ground irrigation when possible because they use less water and people can see them running and remember to shut them off more often. Automatic systems require constant maintenance, backflow preventers, and annual testing.

“Flushable Items” are Not Digestible in our System

Please remember to throw trash away in your garbage can, not down your sewer system. Items such as so-called “flushable” wipes, disinfecting wipes, rags, plastic, towels, personal hygiene products, Q-tips, cleaning products, sponges, scrubbies, golf balls, flashlights, clothing, etc. should not be put down the toilet.

This also applies to coffee grounds, egg shells, etc. Anything that you wouldn't eat “as is” should be put in the trash and not down the drain. Please use your garbage disposal sparingly.



Backflow Testing

It is a good time of year to have your backflow prevention devices tested.

Washington Administrative Code 246-290-490 requires that all residents with an underground irrigation system have a State-approved Backflow Prevention Assembly installed which prevents the undesirable reversal of flow of water through a cross-connection into the public water system or the homeowner's potable water system. Individual backflow prevention installations are required by law to be **tested annually** and the test result sent to the SunLand Water District. The District's Cross Connection Program and Backflow Prevention Policy, which includes the contact information for a couple of local certified testers, can be found on our website.

COVID-19 TESTING AT SWD

Testing wastewater for COVID-19 has begun at SunLand.

On June 10th, we began weekly testing of SWD wastewater for traces of COVID-19.

As part of an effort of the Washington Association of Sewer and Water Districts (WASWD), SWD began sampling SunLand sewage to test for the presence of COVID-19. If and when a SunLand sewage sample tests positive for traces of the virus, it will alert us to the presence of the virus in SunLand, but will not identify the person or persons who have contracted the virus. This early warning will, however, allow us to alert SunLand residents to this presence and to implement increased preventive measures to minimize the spread of the devastating viral disease.



SWD Water Reclamation Facility Lab



Birdseye view of Water Reclamation Facility

SUNLAND WATER DISTRICT CONSUMER CONFIDENCE REPORT

The following report is a requirement of the Washington State Department of Health

SunLand Water District, which serves the 440 acres of SunLand, plus Southern View Estates, is a public municipal corporation, governed by three commissioners, elected at regular county elections for six-year terms. The daily operations are performed by a manager, a clerk/bookkeeper, an office administrator, four full time hourly and two half time hourly employees. The District also operates the SunLand wastewater collection and treatment system. Commissioners hold regular monthly Board meetings on the second Tuesday of each month at 9:00 a.m. in the District Administration Building located at 5762 Woodcock Road.

Water is supplied from two groundwater wells and is stored in covered reservoirs adjacent to the wells. One of the wells is located on Sunset Place and the other is on Woodcock Road next to the RV parking lot. A pressure booster system is located at each reservoir to provide a constant pressure in the distribution mains. The two sources each have emergency power generators to maintain volume and pressure in the event of a power outage. The water distribution system has a single pressure zone and either of the two sources can provide potable water and fire flow independently for the entire community. The primary water mains are 6-inch and looped to provide water service to all addresses from two directions. All water service connections in SunLand are metered.

The SunLand Water District meets or exceeds all water quality requirements of the Washington State Department of Health. Two bacteria tests are performed monthly and other testing of potable water is conducted as required by the WSDOH. Currently the District does not add anything to, or remove anything from, the drinking water. The District does not chlorinate the drinking water.

As with most ground water sources, calcium is picked up and transported with the drinking water. Although this poses no health hazard, it is moderately hard at 170 parts per million and can leave a residue on glassware, dishwashers, and plumbing fixtures.

The District was required to test the drinking water for nitrates and herbicides in 2019. All test results were below maximum contaminant levels. The District also takes two coliform bacteria tests per month, all of which were negative.

Some people may be more vulnerable to substances found in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

EPA/Center for Disease Control Safe Drinking Water Hotline (800) 426-4791.
For more information contact the SunLand Water District office at (360) 683-3905.

Upgraded SWD Equipment



New-to-us 2005 Case Backhoe purchased in 2019



New sludge truck purchased in 2018



SunLand Water District

5762 Woodcock Road
Sequim, WA 98382

PLEASE
PLACE
STAMP
HERE