

# CONNECTION

WINTER 2021



## Soos Creek's Water & Sewer Rates - 2021

Our water and sewer rates are among the lowest in the region.

The District held a public hearing to obtain comments on the proposed 2021 water and sewer rates. On December 16, 2020, the Soos Creek Board of Commissioners approved a 2.5% increase in the monthly base charges and volume charges for water. The increases will be effective with the February 28, 2021 billing cycle.

### WATER RATES

The District will increase water rates for 2021 to fund higher operating costs. Below is an outline of the current and 2021 rates.

CURRENT WINTER RATES (Bimonthly)	Residential	Commercial	Irrigation	2021 WINTER RATES (Bimonthly)	Residential	Commercial	Irrigation
Base rate for 5/8" meter	\$30.95	\$30.95	\$30.95	Base rate for 5/8" meter	31.75	31.75	31.75
Volume charge per 100 cu. ft.				Volume charge per 100 cu. ft.			
0 to 1,000 cu. ft.	1.95	1.95	6.65	0 to 1,000 cu. ft.	2.00	2.00	6.82
1,001 to 2,000 cu. ft.	4.00	4.00	6.65	1,001 to 2,000 cu. ft.	4.10	4.10	6.82
2,001 to 3,000 cu. ft.	5.00	5.00	6.65	2,001 to 3,000 cu. ft.	5.15	5.15	6.82
Greater than 3,000 cu. ft.	5.65	5.65	6.65	Greater than 3,000 cu. ft.	5.80	5.80	6.82

Note: 100 cubic feet of water = 748 gallons. Summer Conservation Rates (June to Sept.) include a 20% surcharge (the first 1000 cubic feet are exempt).

Average monthly residential consumption water bills at 2019 rates. Source: Seattle Public Utilities.

UTILITY	Monthly Bill
W.D. 119	\$69.97
Mercer Island	\$66.35
Bellevue*	\$64.52
Woodinville	\$62.56
Kirkland*	\$55.76
Coal Creek	\$51.76
North City	\$51.21
Sammamish Plateau	\$50.17
Duvall	\$47.94
WHOLESALE AVERAGE	\$46.40
W.D. 90	\$46.30
Seattle	\$45.10
Skyway*	\$43.82
W.D. 49	\$43.52
Highline	\$43.32
W.D. 45	\$43.28
Northshore	\$42.51
W.D. 125	\$41.71
Issaquah*	\$41.30
Olympic View	\$41.20
W.D.20	\$39.82
Cedar River	\$38.64
Tukwila*	\$38.30
Bothell	\$36.87
Renton	\$34.95
<b>Soos Creek</b>	<b>\$34.22</b>
Redmond*	\$31.31

\*Member of Cascade Water Alliance.

### SEWER RATES

The sewer bills sent to Soos Creek customers itemize the charges for Soos Creek's sewer rate and King County's Sewage Treatment charges. The District's portion of the bill is for the maintenance of our system that collects the sewage from your existing structure (house, business, or school) and conveys it to King County's system and ultimately to the Renton Treatment Plant. Effective with the February 28, 2021 billing cycle, Soos Creek's base rate will increase from \$37.52 to 38.27 (bimonthly) and the volume charge for commercial customers will increase from \$2.50 to 2.55 per 100 cubic feet of water in excess of the first 1,500 cubic feet (bimonthly).

The King County Sewage Treatment charge shown on the Soos Creek sewer customer's bill reflects King County's capital and operating costs for treatment and disposal of sewage. Please note that King County's Sewage Treatment rate is set by the King County Council, not by Soos Creek Water & Sewer District. King County's sewer rate will increase from \$90.66 to 94.74 (bimonthly) and King County's volume charge for commercial customers will increase from \$6.05 to \$6.32 per 100 cubic feet of water in excess of the first 1,500 cubic feet. If you have questions or comments regarding the King County Sewage Treatment charge, contact the King County Council at (206) 296-1000; for sewage treatment information, call (206) 684-1280.

### STREET LIGHT RATES

Street light rates will increase from \$5.51 to 5.73 bimonthly.

Average monthly sewer rate.

AGENCY	2020
Seattle	\$116.63
Mercer Island	\$105.93
Skyway	\$102.26
Kirkland	\$84.18
Sammamish Plateau	\$82.55
Vashon Sewer	\$81.32
Bellevue	\$81.03
Renton	\$75.84
Tukwila	\$75.33
NE Sammamish	\$73.86
Woodinville	\$72.48
Cedar River W & S	\$71.18
Auburn	\$70.78
Kent	\$70.77
Issaquah	\$70.65
Coal Creek	\$67.57
Black Diamond	\$67.11
Algona	\$65.98
Alderwood	\$65.80
Lake Forest Park	\$64.35
<b>Soos Creek W &amp; S</b>	<b>\$64.09</b>
Valley View Sewer	\$61.40
Ronald W/W Mgmt.	\$59.50
Redmond	\$59.48
Northshore	\$59.30
<b>AVERAGE MONTHLY RATE</b>	<b>\$74.77</b>

Rates shown include King County's monthly Sewage Treatment Charge.

## HUMAN WASTE AND TOILET PAPER ARE THE ONLY THINGS TO FLUSH

### Nothing else belongs in the toilet

Just because a product is “bio-degradable” or flushable does not make it safe to flush. Most “bio-degradable” products like wipes do not readily “disperse” upon flushing and actually remain in a solid-state traveling through the sewer system. Wipes, diapers, and other materials clog sewer pipes and pump stations. This causes increased operations and maintenance costs for all customers. And, this can also cause sewer backups or overflows.

During the pandemic, many people have turned to convenient cleaning supplies like paper towels and disinfecting wipes. These items are also non-flushable but often end up in the sewer system.

**To help keep water and sewer rates stable, and to protect public health, water quality, the environment, and public infrastructure, don't flush anything in the toilet but human waste and toilet paper.**



*Flushing wipes or other garbage in the toilet increases costs and excess stress on our sewer system, pump stations, and staff.*

## Advanced Online Electronic Bill Pay Service

The District is pleased to announce the launch of its new online billing and payment service through Invoice Cloud, offering customers greater flexibility to view and pay their water and sewer bills online. Additionally, customers will have more choices to pay their bill, including by phone and by text.

The new, easy-to-use payment portal provides customers with quick access to their account to view bills, check their balance, make payments and enroll in paperless billing. Features include an “at a glance” dashboard, securely storing payment information (if requested), and more automatic payment options including: choosing a specific day for payments to process, email reminders, and linking multiple accounts. For customers that choose not to create an account, they can view their current bill and make a one-time payment without registering.

A 24/7 automated payment line is now available for customers to make a payment or check a balance by calling **1(855) 844-0523**. Customers can conveniently sign up for pay by text to receive text notifications about their bill and elect to pay through text message with their default payment method.

Access your account today by visiting [www.sooscreek.com](http://www.sooscreek.com).

## Turn off your irrigation system

A friendly reminder to those with sprinkler systems in their yards and gardens: the rain has arrived! Time to turn off your system for the winter.

## Soos Creek employees go the extra mile for customer

Jason and Reggie are responsible for the maintenance of the sanitary system, including the sewer mains, manholes and stub services within the District. Soos Creek Water & Sewer District has over 519 miles of sewer pipe ranging from 6” to 42” in diameter.

We received a phone call from a customer telling us an amazing story about Jason and Reggie. On Tuesday November 24, 2020, one of our customer’s young son accidentally flushed both of his cochlear processors down the toilet. The devices cost thousands of dollars. After hearing this from his son, he shut the water off to the house, pulled out

the toilet and took it apart. He couldn’t find them. He called a plumber who ran a video camera in the pipe from the house to the sewer main. The plumber couldn’t find them either.

The customer called Soos Creek Water & Sewer District, and Jason and Reggie reported to the site. The crew went through 8 manholes and 1415 feet of sewer main runs. They finally found the devices stuck to the access ladder in the manhole (the devices are magnetic). Jason and Reggie “worked their butts off in the pouring rain”, said the happy customer. Because our crew went the extra mile and showed an extraordinary measure of diligence and hard work, a boy will be able to hear his family again.

“We have great employees at the District and they are the most valuable assets of our organization. Thank you Jason and Reggie for going above and beyond your normal job duties”, said General Manager Ron Speer.

**The mission of Soos Creek, a public agency, is to provide reliable, high quality water and sewer services in an efficient, cost effective manner.**

## SOOS CREEK WATER & SEWER DISTRICT

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### Commissioners

Gary Cline  
Alice Marshall  
Darold Stroud  
Steve Pfaff  
Alan Eades

### General Manager

Ron Speer

Meetings are held the first, third and fourth Wednesdays of the month at 4:30 p.m.

