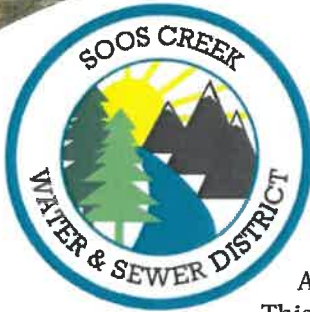


CONNECTION

SUMMER 2021



A Message from Our General Manager

I am cautiously optimistic about our future. Our local COVID infection and hospitalization rates are lower now than during their peaks this past fall and winter, and the vaccination rates continue to increase.

When Washington State re-opens and our office will no longer be closed to the public, appointments will continue to be encouraged, but they will no longer be required. Appointments will continue to be required to meet with staff in the Development Department.

This is to remind you that there are many ways to conveniently view and pay your bill without having to visit the office. You can pay by phone 24/7, pay by text, residents can receive and view bills electronically, make a payment with credit/debit card or e-check, and choose to go paperless, are just some of the examples. For more information, visit www.sooscreek.com/payment-options or call Customer Service at (253) 630-9900. Stay well and be safe, and contact our customer service department with questions on how we can help you.

— Ron Speer, General Manager

Sweepstakes

Enroll in paperless billing or autopay. Already enrolled? Then you are already entered to win. It's that easy!

WIN 1 OF 10
\$50 AMAZON GIFTCARDS

HOW TO ENTER:

ENROLL IN
PAPERLESS
BILLING
OR AUTOPAY
BY 9/30/21.



WHY ENTER?

- Go PAPERLESS to reduce clutter and help the environment.
- Set it and forget it with AUTOPAY!

Already enrolled? Then you're already entered to win, too!

Visit: www.sooscreek.com

PAPERLESS BILLING & AUTOPAY
SWEEPSTAKES

Sponsored by InvoiceCloud. See website for official rules.

Utility Rate Reduction Program

In 2020, 66 low-income permanently disabled, and 276 low-income senior citizens took advantage of the 30% discount offered on our base rate through this program. The total annual cost of the program was \$31,630.85. Based on equivalent residential units, this translates into an annual cost of 51 cents for all water customers and 50 cents for all sewer customers.

The discount does not apply to the King County Sewage Treatment charges. If you would like an application for the District's Utility Rate Reduction Program, visit www.sooscreek.com or call (253) 630-9900.

SUMMER IS HERE!

- Use a car wash that recycles water
- Sweep with a broom, not the hose
- Mulch around perennials, trees, and shrubs
- Water in the morning or evening
- Turn the sprinkler off when it rains

Water Meters

Water meters accurately measure water flow. Soos Creek Water & Sewer Districts' (SCWSD) water meters are calibrated and certified in accordance with industry standards to ensure accuracy. Water meters are typically located in boxes (concrete, iron, etc.) sunk in the ground and in the right-of-way.



Things to consider about your water meter:

Look out for leaks – Leaks are a common cause of higher-than-expected water bills. Your water meter may be your most useful tool in identifying water leaks on your property. If you turn off all the water in your house, and the leak detector in the meter is still turning, you may have a leak.

How to shut off water – Customers should generally shut off their water with their home valves. If your home does not have a water shut-off valve, we recommend that you contact a plumber to install one. There are situations in which you still may need to shut off water at the meter.

Keep your water meter accessible – Our staff reads your meter every two months. Please keep your meter accessible so our staff can quickly read your meter and accurately bill you for water use. Make sure that bushes and other plants do not obscure the meter, and keep cars, garbage cans or other objects away from it. Keeping your water meter accessible helps keep utility costs down and rates stable.



Water Supply Outlook

Based on current conditions and forecasts, SCWSD anticipates that we will have sufficient water supply for people and fish this summer. As always, we continue to ask customers to use water wisely. For information about ways to save water, visit: www.savingwater.org.

SOOS CREEK WATER & SEWER DISTRICT

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www.sooscreek.com

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.



Attention AutoPay Customers

If you are currently signed up for auto bill pay and you're using a credit/debit card, please take a moment to log in to your account and check the expiration date of your card. If it has expired, your payment will not go through, and your account will be subject to late fees

(and possible disconnection if the delay goes on long enough). Avoid the headache and make sure your account is updated. We thank you for taking the time to review/update your information.

Let Us Know About Life Support Issues Requiring Non-Interrupted Water Service

A reminder to all– please be sure to let us know if anyone in your household has a serious health condition requiring water to be always available, such as kidney dialysis.

We make a note of this on your customer account. Please contact Customer Service at (253) 630-9900 or email: customer_service@sooscreek.com

