

the SOOS CREEK

CON NECTION

www.sooscreek.com

October/November 2013

Your Board of Commissioners is Dedicated to Public Service

The strength and success of a company is often reflected in its stability of leadership, effective management, and skilled personnel. Soos Creek Water and Sewer District's (SCWSD) success is driven by the Board's solid leadership, commitment to public service, and proper guidance. SCWSD's Commissioners have successfully worked together for many years with the primary goal and commitment of providing you with reliable, high quality, safe, and cost effective water and sewer services.

The District has and will continue to maintain some of the lowest water and sewer rates in our region. How do we keep our rates stable even through the current economic conditions? We are better positioned to respond to the economic downturn because of many cost-saving mechanisms and budget controls put into place during the last twenty years. Some cost-saving measures we implemented are: Restricting the use of overtime, reducing travel expenditures, utilizing high technology equipment, automating services, thoroughly examining purchases and contracting, and the cross-training of employees. "Employee cross-training is a win/win situation. The more functions our employees can perform, the better it is for them, the District, and for our customers," said District Manager Ron Speer. Cross-training enabled us to develop our employees, reduced the need for overtime, and helped to maintain excellent customer service.

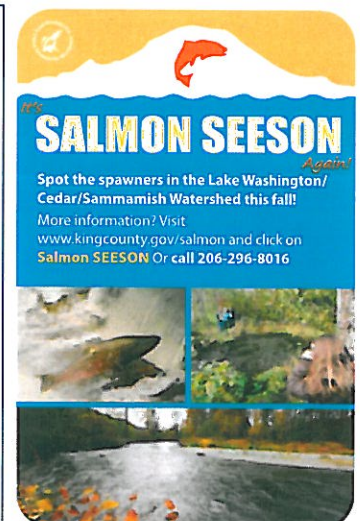
Be assured that Soos Creek Water and Sewer District will continue to deliver reliable, high quality, affordable water and sewer services, and we will continue to explore ways to streamline operations and procedures to help us be as efficient and cost effective as possible. Thank you for the opportunity to serve you.



Your Commissioners from Left to Right: Gary Cline, Alice Marshall, Darold Stroud, Karen Webster, and Steve Pfaff

AGENCY	POPULATION	NUMBER OF EMPLOYEES	CUSTOMERS SERVED PER EMPLOYEE
Soos Creek Water & Sewer District	158,300	34	4656
Lakehaven Utility District	220,000	52	4231
Southwest Suburban Sewer District	63,000	18	3500
Alderwood Water and Wastewater District	300,000	95	3158
Highline Water District	68,500	25	2740
Northshore Utility District	106,295	40	2657
Silver Lake Water and Sewer District	48,925	22	2224
Clark Regional Wastewater District	81,000	38	2132
Lakewood Water District	58,812	29	2028
King County Water District No. 90	18,500	12	1542
Woodinville Water District	45,500	32	1422
Covington Water District	41,000	32	1281

Note: "Number of Employees" does not include engineering or water and sewer treatment personnel.



The above chart compares SCWSD's number of employees and population served with other water and/or sewer districts.

Don't Get Stung – Pay Your Soos Creek Bill Online for FREE

Soos Creek Water & Sewer District is proud to offer online bill pay for FREE to our customers. We have recently become aware of several outside companies not associated with Soos Creek that are accepting payments and then paying our customers' bills for them, but charging a fee. This fee is generally around \$4.00 per transaction. Also noted by some of our customers who did pay through an outside party, the payment did not get posted right away to their account as it would directly through Soos Creek's website. To ensure your payment is received and posted to your account in the fastest, most reliable method, and above all to make sure it is FREE, take the following steps:

- ◆ Begin by entering the official Soos Creek Water & Sewer District Website (www.sooscreek.com)
Click on "Account Login"
Click on either "Onetime Payment" or "Customer Dashboard" and follow the directions
- ◆ If you run a search from a search engine verify the link you choose has Soos Creek's URL (www.sooscreek.com)
- ◆ Paymentus is Soos Creek's official payment partner; once you enter the payment portion of the site you will notice "Paymentus" in the URL
- ◆ If anywhere on the site there is an attempt to charge you a fee for making the payment, you are not on Soos Creek's official site
- ◆ You may also pay via telephone for FREE – dial 1 (855) 288-2351

For your convenience, Soos Creek now also offers E-Billing. As our E-Billing customer you will receive an email indicating when your bill is available for viewing online. One year of history will be available along with many payment options. Again, visit the Soos Creek website at www.sooscreek.com for more information.

Please Note: The Soos Creek District Office located at 14616 SE 192nd St, Renton, WA 98058 is the only authorized drop off center for your Soos Creek bill payments.

The Washington State Auditor Congratulates Soos Creek for Hitting the Mark on Strong Financial Oversight, Controls and Accuracy for Over 15 Consecutive Years

SCWSD is very proud of its financial strength and stability. Annual State Audits have shown that the District is successful in its financial activities.

"We would like to congratulate you on the District's exemplary record of no audit findings in over 15 years. This accomplishment reflects the dedication of the District Commissioners and the District staff to strong oversight of operations, good internal controls and accurate financial reporting. Our Office views its relationship with the District as a model for other entities in our state."

*Brian Sonntag, CGFM
State Auditor*

Your Account Number – Unique to Each Property

When making payment via check to Soos Creek Water and Sewer District (SCWSD) please remember to include the payment stub(s) and to write the correct ten-digit account number(s) on your check. Customers using a bill payer service should verify that the entire account number is included with the bill payer remittance. This will help ensure the timely and accurate recording of the payment to your account(s). If making payments for multiple accounts, please be sure that the total of the payment stubs is equal to the amount of the check. When paying via e-check, please be sure to double check the banking information prior to submitting payment as items returned unpaid by the bank are subject to a \$25.00 service charge.

The assigned account number is unique to each property. If you relocate within the District and you use an automatic payment service (Soos Creek Autopay, scheduled payments through the Customer Dashboard, or a Bill Payer Service with your financial institution), please remember to update your records with the new account number. If you are moving out of the District, contact us for a final bill. If you use any of the automatic payment methods referenced above, remember to update your records to cancel future payments to SCWSD.

Please contact Customer Service at (253) 630-9900 if you have questions.

SOOS CREEK WATER & SEWER DISTRICT

14616 SE 192nd Street
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COMMISSIONERS

Karen Webster
Gary Cline
Alice Marshall
Darold Stroud
Steve Pfaff

DISTRICT MANAGER

Ron Speer

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

MISSION STATEMENT

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