



District Headquarters Remodel (July 2025 – February 2026)

The District office was built in 1987 when Water District #58 and Cascade Sewer District merged to form Soos Creek Water & Sewer District. After 38 years, the District will be remodeling the interior including the Commissioners Meeting Room, Executive Session Room, Small Conference Room, Lobby, and Bathrooms – making the public spaces more ADA accessible, and providing a much needed refresh to these heavily trafficked areas.

Construction began in July of 2025, and is expected to wrap up in February of 2026. During this time, the District’s main office will be closed to the public, and a temporary facility will be available for visitors and customers to make payments or ask questions in person. Our hours will remain unchanged. For more information about this project, please visit our website at: www.sooscreek.com



Assistance

with your utility bill

If you need help paying your water or sewer bill, please call the District. Our customer service representatives are available to assist you and can help connect you to programs at the District and elsewhere.

Utility Rate Reduction Program

SCWSD offers a utility rate discount to eligible low-income senior citizens and disabled persons. In 2024, 403 SCWSD customers took advantage of the 30% discount offered on the District’s water and sewer base rates through this program. The total annual cost of the program was \$45,247.70. Based on equivalent residential units, this translates into an annual cost of 70 cents for each water customer and 69 cents for each sewer customer. The discount does not apply to the King County Sewer Treatment charges. For more information, or to apply for this program, please visit www.sooscreek.com/DocumentCenter/View/621/Low-Income-Utility-Rate-Reduction-Program or call 1-253-630-9900.

Register your account to sign up for Autopay or Paperless Billing

Registering for an account gives you access to view your payment history, schedule a one-time payment, sign up for **Autopay**, or switch to **Paperless Billing**. It’s easy to enroll – head to our website at www.sooscreek.com, click **Pay Bills** to access our secure invoicing platform, Invoice Cloud, then click **Register** to get started with your account! *Still undecided or need assistance?* Give us a call at 1-253-630-9900 (press 3) and speak to one of our customer service representatives for more information.

Please help us keep you informed

Keeping you informed is very important to us, both with respect to customer service and during water and sewer-related emergencies. By updating your contact information and keeping it current, you can avoid late fees, penalties and potential disruptions to service by being sure that bills are sent to the correct address. *Our courtesy calls and email reminders are only helpful if they are reaching you.* Updating your contact information is quick and easy. You can scan the QR Code here, contact us at: 1-253-630-9900 (press 3), email us at: customerupdate@sooscreek.com, or click here: www.sooscreek.com/238/Update-My-Contact-Information to submit a request to update your phone number, email, or mailing address. *Also, by subscribing to ALERT King County*, we can notify you quickly when there are water or sewer-related emergencies that impact your service area. Please click here to learn more about this valuable service and subscribe: <https://kingcounty.gov/en/dept/executive-services/health-safety/safety-injury-prevention/emergency-preparedness/alert-king-county>.



Thank you for helping us keep you informed.



Do you know where your water meter is?

Your water meter is an integral part of the system that provides water service to your home. It's important to know where it is, and to keep it easily accessible! Typically, your meter is located on your property line within the right-of-way. The meter

sits underground within a small enclosure that is accessed from the top. Ensuring that your water meter enclosure is accessible and easily visible helps our expert meter team focus on doing what they do best – properly maintaining and servicing your meter.

Meters can also serve as a last resort for shutting off water during water-related emergencies. When minutes count, nobody wants to waste precious moments searching for an overgrown meter box!

Please keep your water meter(s) uncovered and visible. This helps you and our team easily locate the meter for maintenance and water-related emergencies.



Summer Saving Water Tips

- Mow higher
- Use drip irrigation
- Go brown
- Use soaker hose



AVOIDING COMMON SUMMER BACKFLOW INCIDENTS

01 FILLING YOUR POOL

WHEN FILLING YOUR POOL, SPA OR POND, BE SURE TO KEEP THE END OF YOUR HOSE ELEVATED & OUT OF THE WATER. SUBMERGED HOSES CREATE A PATH FOR CHEMICAL & BACTERIA TO ENTER YOUR HOME.



02 FERTILIZING YOUR GARDEN

LIQUID FERTILIZER & INSECTICIDES THAT CONNECT TO YOUR HOSE NEED TO BE DISCONNECTED AND THE HOSE LINE FLUSHED TO PREVENT CHEMICALS FROM ENTERING YOUR HOUSE WATER.



03 IRRIGATING YOUR LAWN

SPRINKLER HEADS CAN FILL WITH DIRT, BACTERIA & EVEN FECES THAT CAN BE DRAWN INTO YOUR HOUSE WATER. PERMANENT IRRIGATION SYSTEMS REQUIRE A CERTIFIED BACKFLOW ASSEMBLY BE INSTALLED BEHIND THE METER.



04 WASHING YOUR CAR

LEAVING A HOSE IN A SOAPY BUCKET OF WATER MAY CAUSE THE SOAP AND DIRT TO FLOW BACK INTO YOUR HOUSE WATER. AVOIDING GARDEN HOSE SUBMERSION WILL PROTECT YOU FROM BACKFLOW.



Utility Easements... You may have one

A utility easement is a legal right that allows a utility company to use a portion of your property for installing and maintaining utility lines, such as electricity, water, gas, or sewer. Water and sewer easements across private property allow for facilities to be constructed, operated and maintained within the easement area.

Knowing if you have a utility easement over a portion of your property is important, while you may own the land, there are restrictions and access requirements that you should be familiar with. If Soos Creek Water and Sewer District has an easement over your property and requires access, we will always work hard to provide as much advanced notice as possible.

To determine if a utility easement exists on your property in Washington State, you should first review your property's deed and title documents. You can also obtain a professional land survey and consult with a title company to conduct a title search.

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

Board of Commissioners Meetings are held on the first, third and fourth Wednesdays of the month at 4:30pm and are open to the public. Due to construction, we have moved the meeting location to the west vehicle bay. Signage will be placed on the day of the meeting directing the public to the appropriate location. This will last for approximately 6 months.

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• **Commissioners**

- Alan Eades
- Kevin Fuhrer
- Alice Marshall
- Darold Stroud
- Logan Wallace

• **General Manager**

- William Appleton, P.E.

