

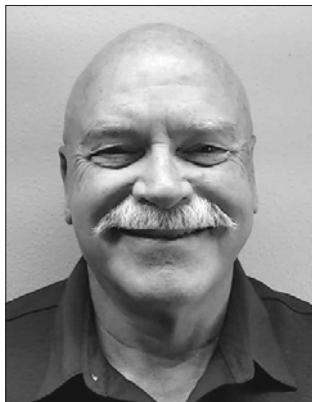
# the SOOS CREEK

## CON NECTION

www.sooscreek.com

January/February 2018

### Re-Elected Commissioner Steve Pfaff



Commissioner Steve Pfaff was re-elected to the Soos Creek Water & Sewer District Board of Commissioners. Steve is a retired manager for Cascade Natural Gas Corporation. He has over 30 years of experience working for and with utilities and 10 years of management experience with Cascade Natural Gas. He has a proven history of effective management, excellent customer service and has worked with federal and state regulatory agencies. Steve and his wife Noell have lived in the District for 20 years. "I will continue to represent the community and serve as your Commissioner to find the most efficient solutions to the changing requirements of the District," said Commissioner Pfaff. His background in working for a utility and his management skills have made him an excellent commissioner.

### Meet Newly-Elected Commissioner Alan Eades



Please join us in welcoming back to Soos Creek Water & Sewer District long time employee and former Operations Manager Alan Eades. With his 26-year background in the utility industry including 14 years as Operations Manager, Commissioner Alan Eades brings years of hands-on experience and a technical perspective to the Board of Commissioners.

He has many years of experience working with Federal, State, and local regulatory agencies as well as city administrators, engineers, contractors, architects, and developers, business owners, homeowners, and staff, to come up with creative, efficient and effective solutions in providing water and sewer services to customers.

Says Commissioner Eades, "I want to take this opportunity to thank you for your confidence and support. I'm committed to providing safe, reliable water and sewer service at the lowest rates possible. I look forward to serving you in the future and invite you to contact me with any questions or concerns you may have".

### **SOOS CREEK EMPLOYEES ARE HIGHLY SATISFIED, MOTIVATED, AND ENGAGED**

The District's employees recently completed a confidential Employees Opinion Survey conducted by Archbright (independent consultant), and the results were outstanding. Average favorability across all questions was 93% versus the national average of 80%. There were 10 measurement factors including: Executive Leadership Effectiveness, Supervisory Leadership Effectiveness, Communication, Pay, Benefits, Operational Effectiveness, Organizational Effectiveness, Employee Development and Recognition, Work Life Satisfaction, and Employee Commitment.

The survey also had a component to measure employee engagement: "A heightened emotional and intellectual connection that an employee has for his/her job, organization, manager, or co-workers that, in turn, influences him/her to apply additional discretionary effort to his/her work." We are proud to announce that the District has 0% (zero) disengaged Soos Creek employees versus the national average of 18% disengaged.



### 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.

**2018 WATER AND SEWER RATES**

The Board of Commissioners establishes utility rates on an annual basis. The decision is made after District staff proposes and the Board approves an expenditure budget for the upcoming year. The District held a public hearing to obtain comments on the proposed 2018 water and sewer rates. On December 6, 2017, the Soos Creek Board of Commissioners approved a 2.5% increase in the monthly base charges and volume charges for water and a 2% increase in Soos Creek’s portion of the sewer rates. King County’s sewage treatment rate is shown as a separate charge on your bill, and will remain \$88.44 in 2018. The increases will be effective with the February 28, 2018 billing cycle.

**WATER**

The District will increase water rates for 2018 to fund higher operating costs. Below is an outline of the current rates and the 2018 rates.

| <u>CURRENT RATES (BIMONTHLY)</u> | <u>Residential</u> | <u>Commercial</u> | <u>Irrigation</u> |
|----------------------------------|--------------------|-------------------|-------------------|
| Base Rate for 5/8” Meter         | \$ 28.74           | \$ 28.74          | \$ 28.74          |
| Volume Charge per 100 Cubic Feet |                    |                   |                   |
| Winter Rates:                    |                    |                   |                   |
| 0—1,000 cubic feet               | 1.81               | 1.81              | 6.18              |
| 1,001—2,000 cubic feet           | 3.71               | 3.71              | 6.18              |
| 2,001—3,000 cubic feet           | 4.64               | 4.64              | 6.18              |
| > 3,000 cubic feet               | 5.25               | 5.25              | 6.18              |
| <br>                             |                    |                   |                   |
| <u>2018 RATES (BIMONTHLY)</u>    | <u>Residential</u> | <u>Commercial</u> | <u>Irrigation</u> |
| Base Rate for 5/8” Meter         | \$ 29.46           | \$ 29.46          | \$ 29.46          |
| Volume Charge per 100 Cubic Feet |                    |                   |                   |
| Winter Rates:                    |                    |                   |                   |
| 0—1,000 cubic feet               | 1.86               | 1.86              | 6.33              |
| 1,001—2,000 cubic feet           | 3.80               | 3.80              | 6.33              |
| 2,001—3,000 cubic feet           | 4.76               | 4.76              | 6.33              |
| > 3,000 cubic feet               | 5.38               | 5.38              | 6.33              |

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**Notes:**  
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 100 cubic feet of water  
 = 748 gallons  
 .....  
 Summer Conservation Rates  
 (June—September) include a  
 20% surcharge (the first 1000  
 cubic feet are exempt)  
 .....

**SEWER**

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, 2018 billing cycle, Soos Creek’s base rate will be \$36.78 (bimonthly) and the Volume Charge for commercial customers will increase to \$2.45 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. King County’s sewer rate will remain \$88.44 (bimonthly) and King County’s Volume Charge for commercial customers will remain at \$5.90 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 LIGHTS**

Street light rates will be unchanged at \$5.30 bimonthly.

**NOTE:** Soos Creek’s water and sewer rates are among the lowest in the region as shown in our July/August 2017 Newsletter. If you didn’t see it, you can access it at [www.sooscreek.com](http://www.sooscreek.com), “About Us”, “Newsletters”. We will update this information in a future Newsletter.

**SOOS CREEK EMPLOYEES ARE DEDICATED TO YOU, OUR CUSTOMERS**

**Happy Ending:** The District received a letter from a customer telling us an amazing story about one of our employees, Dan Englander. In June 2016, Mrs. Gray lost a ring that was a 40th wedding anniversary gift from her husband, and it had a great sentimental value. She and her husband searched for days, but she feared the ring had gone down the toilet. She called the District and Dan and another employee unsuccessfully tried to locate her ring in the sewer line leading from the house. Nearly a year later, Dan was going about his normal cleaning of sewer mains, and he picked up a bucket and saw something sparkle. Remembering the lost ring, he contacted Mrs. Gray to confirm the ring was hers. **IT WAS!!** Dan and his wife Barbara delivered the ring after work hours to a very grateful customer. She wrote, “I am reunited with something that means so much to both my husband and me, and it’s all because one of your District’s employees went the extra mile and showed an extraordinary measure of diligence, kindness, consideration, and honesty.”

**SOOS CREEK WATER & SEWER DISTRICT**

14616 SE 192nd Street  
 P. O. Box 58039  
 Renton, WA 98058-1039  
[customer\\_service@sooscreek.com](mailto:customer_service@sooscreek.com)  
 Phone: (253) 630-9900  
 Fax: (253) 630-5289  
[www.sooscreek.com](http://www.sooscreek.com)

**COMMISSIONERS**

Gary Cline  
 Alice Marshall  
 Darold Stroud  
 Steve Pfaff  
 Alan Eades

**GENERAL MANAGER**

Ron Speer

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