



23828 30th Avenue South, Kent, Washington
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Fall/Winter 2018

The WaterLine Newsletter

Water-Related News and Information from Highline Water District

Important Updates Inside:

- ✓ [How to Thaw a Frozen Pipe](#)
- ✓ [Great Family Outing to Learn About Water](#)
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- ✓ [Rebates on Toilet Replacement](#)



What To Do If Your Pipes Freeze

If you turn on a faucet during a bad cold snap, and only a trickle of water comes out, the pipe is probably frozen. What's the best way to handle it?

The safest way is to turn off your master water shut-off valve and call a licensed plumber. However if you're more of a DIY person, try these steps:

1. Locate the suspected frozen area of the water pipe. Likely places include pipes running against exterior walls, or where your water service enters your home through the foundation.
2. Turn on the faucet closest to the suspected frozen area. This will allow water to flow through the pipe once the frozen area begins to melt, which will help melt more ice inside the pipe.
3. Try to thaw the frozen section of pipe. The safest way to do this is SLOWLY: soak towels in hot water and wrap them around the pipe.

If you still have electrical power and there is NO STANDING WATER anywhere near the area, you can use an electric hair dryer, or wrap a heating pad (set to medium low) around the pipe.

DO NOT use electric devices such as heating pads or blow dryers in the presence of standing water.

DO NOT use an open flame such as a blowtorch, kerosene or propane heater, charcoal stove, candle or cigarette lighter, as this can cause the water in the frozen pipe to boil and explode the pipe. Open flames also present a serious fire danger, as well as a severe risk of exposure to lethal carbon monoxide.

Learn About Your Water

You and your family can enjoy an affordable, guided adventure to experience your watershed first-hand!

Located 35 miles east of Seattle along the shores of Rattlesnake Lake, Cedar River Watershed is the source of water for more than 1 million people in and around Seattle, including customers of Highline Water District. However few know about the Cedar River Watershed Education Center—a beautiful educational and interpretive facility that offers all sorts of great family outing opportunities!

www.seattle.gov/util/crwec/

No Rate Increase in 2019

We are pleased to report the District will not raise rates in 2019. We continue to explore ways to minimize costs while continuing to provide a high level of water quality and customer service.

The winter rate will remain \$3.73 per CCF for all consumption. The summer rate (June 1 to September 30) will remain \$3.73 per CCF for the first 5 CCF per month or 10 CCF per two month bill, and \$4.42 per CCF for all water used in excess of this amount. All meter base rates will remain the same in 2019 as the previous year.

The average single-family residential bill will remain at approximately \$40 per month or \$80 per 2-month bill depending on water usage.

Attn: 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 and check the expiration date of your credit card. If your credit card expires, the 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 for the new year.

Ongoing Water Meter Updates

Highline Water District is currently half way through the process of replacing our old radio-read meters with new radio-read meters, as described in our previous Newsletter.

Radio-read meters allow us to drive through the neighborhood for meter reading, rather than having to manually locate and read each meter individually. The meter's radio sends the reading to a computer located inside our truck.

When it's your turn to get a new water meter, our crews will knock on your door to let you know your water will be off for about 5 – 10 minutes. Most customers won't even know we've been there.

Rebates for New Toilets

Toilets are a household's biggest water user—old models can use three to five gallons of water per flush, significantly increasing your water bill.



For a limited time, replace your old, water-guzzling toilet with a Premium WaterSense toilet that uses 1.1 gallon (or less) per flush and earn a \$100 rebate!

These toilets use 20% less water and remove 70% more solid waste than regular WaterSense toilets.

**Learn more at www.savingwater.org
(206) 684-SAVE (7283)**



Reservoir Replacement

When Sound Transit selected the SR 509 / I-5 route for the Federal Way Link Light Rail Project back in late 2015, its close proximity to the site of several reservoirs required us to make some changes.

Situated closest to the impending Light Rail project near 216th Street is our 5.0 million gallon (MG) reservoir, built in 1968. It will need to be removed and replaced. However the best place to build the new reservoir is currently occupied by a 0.25 MG elevated tank, built in 1958.

Early next year, Highline Water District will begin removing both old components, followed by construction of a new, 4.5 MG reservoir. We'll also upsize existing water piping on 30th Avenue South (from South 216th Street to 31st Avenue South) to improve fire flow in the neighborhood. All told, the project should take approximately 14 months to complete, for an estimated cost of \$7.4 million, funded through Sound Transit reimbursements and existing capital reserves.

We're thrilled about this opportunity to replace aging infrastructure with a new, modern water storage facility that will improve our water system well into the future!

If you have questions about this or any of our other projects, give us a call at (206) 824-0375.

The WaterLine Newsletter is brought to you by Highline Water District and its Board of Commissioners:

Kathleen Quong-Vermeire (President), Vince Koester (Secretary), Todd Fultz, Daniel Johnson, and George Landon.

Contact us Monday through Friday from 7:00 am through 4:00 pm at (206) 824-0375 or customerservice@highlinewater.org

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