



LAKE WHATCOM WATER AND SEWER DISTRICT

1220 Lakeway Drive
Bellingham, WA 98229

REGULAR MEETING OF THE BOARD OF COMMISSIONERS

AGENDA

March 11, 2020


6:30 p.m. – Regular Session

1. CALL TO ORDER
2. PUBLIC COMMENT OPPORTUNITY
At this time, members of the public may address the Board of Commissioners. Please state your name prior to making comments.
3. ADDITIONS, DELETIONS, OR CHANGES TO THE AGENDA
4. CONSENT AGENDA
5. SPECIFIC ITEMS OF BUSINESS
 - A. Customer Appeal—Water/Sewer Utility Bill
6. OTHER BUSINESS
7. STAFF REPORTS
 - A. General Manager
8. PUBLIC COMMENT OPPORTUNITY
9. EXECUTIVE SESSION
Executive Session per RCW 42.30.110(1)(i)(ii): To discuss potential litigation with legal counsel – 15 minutes
10. ADJOURNMENT



**AGENDA
BILL
Item 4**

Consent Agenda

DATE SUBMITTED:	March 5, 2020	MEETING DATE:	March 11, 2020
TO: BOARD OF COMMISSIONERS		FROM: Rachael Hope	
GENERAL MANAGER APPROVAL			
ATTACHED DOCUMENTS		1. See below	
		2.	
		3.	
TYPE OF ACTION REQUESTED	RESOLUTION <input type="checkbox"/>	FORMAL ACTION/ MOTION <input checked="" type="checkbox"/>	INFORMATIONAL /OTHER <input type="checkbox"/>

****TO BE UPDATED 3.11.2020****

BACKGROUND / EXPLANATION OF IMPACT

- Minutes for the February 26, 2020 Board Meeting
- Purchase of Truck per 2020 Budget totaling \$85,789.93
- Payroll for Pay Period #05 (02/22/2020 through 03/06/2020) total to be added
- Payroll Benefits for Pay Period #05 total to be added
- Accounts Payable Vouchers total to be added

FISCAL IMPACT

Fiscal impact is as indicated in the payroll/benefits/accounts payable quantities defined above. All costs are within the Board-approved 2020 Budget.

RECOMMENDED BOARD ACTION

Staff recommends the Board approve the Consent Agenda.

PROPOSED MOTION

A recommended motion is:

“I move to approve the Consent Agenda as presented.”



LAKE WHATCOM WATER AND SEWER DISTRICT

1220 Lakeway Drive
Bellingham, WA 98229

REGULAR SESSION OF THE BOARD OF COMMISSIONERS

Minutes

February 26, 2020

Board Secretary Todd Citron called the Regular Session to order at 8:00 a.m.

Attendees: Commissioner Todd Citron Assistant General Manager/Dist. Engineer Bill Hunter
Commissioner John Carter Finance Manager/Treasurer Debi Denton
Commissioner Bruce Ford Operations & Maintenance Manager Brent Winters
Commissioner Leslie McRoberts Recording Secretary Rachael Hope

By Phone: Commissioner Laura Abele

Also in attendance was District Construction Engineer Kristin Hemenway.

Consent Agenda

Action Taken

McRoberts moved, Carter seconded, approval of:

- **Minutes for the February 12, 2020 Board Meeting**
- **Payroll for Pay Period #04 (02/08/2020 through 02/21/2020) totaling \$44,149.69**
- **Payroll Benefits for Pay Period #04 totaling \$51,578.35**
- **Accounts Payable Vouchers totaling \$214,461.51**

Motion passed.

Staff Presentation – Scenic Emergency Intertie Construction

Hunter recalled that prior to the 2002 construction of the water main connecting the Sudden Valley water treatment plant with its distribution system in Geneva, the District purchased water from the city of Bellingham via an intertie with a booster station located at the intersection of Lakeway Drive and Scenic Avenue. Since connection of Geneva to the South Shore Water System, the intertie has not been used. However, the District identified the potential for creating system resiliency through maintaining the intertie for emergency situations.

District Construction Engineer Kristin Hemenway presented a slideshow to the Board with photos, diagrams, and details outlining the recent conversion of the booster station to an intertie to be used in the event of an emergency on the District's side of the intertie, or in circumstances where the Geneva Reservoir may be temporarily removed from service for maintenance. Discussion followed.

Customer Assistance Program Discussion

Denton explained that the finance committee had previously discussed the potential implementation of a customer assistance program. Customer assistance programs (CAPs) are administered by a number of Washington utilities as a means of assisting low-income residential customers in paying their utility bill. After

completing preliminary research into other utility CAPs, it was suggested that the District could partner with a third party not-for-profit community-based agency to administer the program based upon parameters set by the District.

Program funding options could be by annual, Board-authorized allocation of District funds, by donations made by District customers during payment of their utility bills (similar to Fred Meyer’s “round-up to the nearest dollar” program), or a combination thereof. The District would provide funding to the not-for-profit agency, and forward any customers requesting assistance to that agency to determine whether or not they qualify, and to administer the District-provided funds in accordance with the program parameters. Discussion followed, including board direction that staff perform further research into various aspects of contributing to such a program.

General Manager’s Report

Hunter relayed that he and Clary are currently in discussion with the city of Bellingham to finalize an interlocal agreement regarding the Scenic Ave Intertie. Discussion followed.

Engineering Department Report

Hunter highlighted several District projects, including progress on Grey and Osborne’s preliminary assessment for the Sudden Valley Water Treatment Plant Master Plan, the bidding process for demolition of the Lakeview reservoir, and expected delivery of the District’s new vac truck in October 2020. Discussion followed.

Finance Department Report

Denton explained that office staff are currently gearing up for permitting season, that she attended the BIAS (District accounting software) conference, and that she and Accounting Clerk Trish Gilmore will be visiting the District’s online payment provider for face-to-face training in May. Discussion followed.

Operations Department Report

Winters apprised the board of several operations projects, including the purchase of a used forklift from Star Rentals, continued vigilance of staff in regard to safety training, and repairs on a water main leak requiring replacement of a section of pipe. Discussion followed.

With no further business, Citron adjourned the Regular Session at 9:24 a.m.

Recording Secretary, Rachael Hope

Date Minutes Approved

Laura Abele

Todd Citron

Bruce R. Ford

Leslie McRoberts

John Carter

From: NOREPLY@des.wa.gov [mailto:NOREPLY@des.wa.gov]
Sent: Friday, February 14, 2020 11:44 AM
To: Brent Winters
Cc: Steve.Hatfield@des.wa.gov
Subject: Vehicle Quote - 2020-2-384 - LAKE WHATCOM WATER SEWER DISTRICT - 85564

Vehicle Quote Number: 2020-2-384 [Create Purchase Request](#) [View organization purchase requests](#)

This is a **quote** only. You must create a purchase request to order this vehicle(s)

Contract & Dealer Information

Contract #: 05916	Dealer Contact: Marie Tellinghiusen
Dealer: Columbia Ford (W403)	Dealer Phone: (360) 423-4321 Ext: 187
700 7th Avenue	Dealer Email: orders@colford.com
Longview WA 98632	

Organization Information

Organization: LAKE WHATCOM WATER SEWER DISTRICT - 85564
Email: brent.winters@lwwsd.org
Quote Notes: Budget is \$86,300.00
Vehicle Location: BELLINGHAM

Color Options & Qty

Iconic Silver Metallic (JS) - 1
Tax Exempt: N

Vehicle Options

Order Code	Option Description	Qty	Unit Price	Ext. Price
2020-0912-0001	2020 Ford F350 4WD Cab and Chassis	1	\$30,836.00	\$30,836.00
2020-0912-0015	Single Rear Wheel (SRW), F350 Extended Cab 4x4, 168WB, 60CA (includes LT275/65Rx18E BSW All-Season Tires, 18in Argent Painted Steel Wheels) (w/gas 11,300# GVWR, w/diesel 11,500# GVWR) (X3F/630A/TCH/64F)	1	\$1,679.00	\$1,679.00
2020-0912-0018	Alternative Engine, 6.7L 4-Valve OHV PowerStroke V8 Turbo Diesel B20 with manual push-button Engine-Exhaust Braking/TorqShift 10-Speed automatic w/ Selectable Drive Modes and Transmission Power Take-Off Provision (PTO) (Includes 3.73 RAR, Dual 750CCA Batteries, 220-AMP Alternator, Intelligent Oil Life Monitor) (99T/44G/62R/X37)	1	\$10,029.00	\$10,029.00
2020-0912-0025	Dual Alternators (Total 397 Amps) (Available w/ either 7.3L Gas or 6.7L Diesel) (If ordered w/ 7.3L Gas Engine, must also order Dual Batteries #86M) (Not available w/ base 6.2L V8 Gas Engine #996) (67B)	1	\$110.00	\$110.00
2020-0912-0027	Upfitter Interface Module (18A)	1	\$283.00	\$283.00
2020-0912-0032	Rear Window Defrost (Includes Privacy Glass #924) (Must also order Power Equipment Group #90L) (43B/924)	1	\$87.00	\$87.00
2020-0912-0037	LED Warning Strokes - Amber-White (includes center high-mounted stop light bar and two (2) hood mounted lights) (Includes Center High-Mounted Stop Lamp (CHMSL) (91G/59H)	1	\$693.00	\$693.00

2020-0912-0039	Limited Slip Rear Axle (4.30 RAR w/ gas, 4.10 RAR w/ diesel)(DRW Only)(X4L/X4N)	1	\$345.00	\$345.00
2020-0912-0041	Operator Commanded Regeneration with Active Regeneration Inhibit (OCR) (Only Available with diesel)(98R)	1	\$240.00	\$240.00
2020-0912-0043	Trailer Brake Controller (verified to be compatible with electronic actuated drum brakes only, includes Smart Trailer Tow Connector) (N/A with Trailer Brake Wiring Kit #531)(52B)	1	\$259.00	\$259.00
2020-0912-0049	Snow Plow Prep Package (to be ordered w/ 6.7L Diesel Engine, includes 332-AMP Dual Alternators #67A) (if desired, 397-Amp Dual Alternators #67B may also be ordered) (Not compatible w/ other front suspension packages #67H, 67X or 67P) (473)	1	\$240.00	\$240.00
2020-0912-0052	Rapid-Heat Supplemental Cab Heater (only available with Diesel)(Must also order Dual Extra Heavy Duty Alternators w/ 397 Amps #67B)(41A)	1	\$240.00	\$240.00
2020-0912-0057	Spare tire with wheel (includes hydraulic jack) (512/61J)	1	\$335.00	\$335.00
2020-0912-0058	Front Wheel Well Liners (factory) (61L)	1	\$172.00	\$172.00
2020-0912-0063	Engine Block Heater (41H)	1	\$96.00	\$96.00
2020-0912-0064	Backup Alarm (76C)	1	\$134.00	\$134.00
2020-0912-0066	Power Equipment Group (Regular/Extended Cabs) [Includes manual-folding, manually-telescoping trailer tow mirrors with power heated glass and integrated clearance lamps/turn signals, power windows, power door locks, remote keyless entry) (deletes passenger door lock cylinder) (Includes (4) RKE Fobs w/ Integrated Key) (90L/54K)	1	\$1,190.00	\$1,190.00
2020-0912-0068	XL Value Package (Includes chrome front bumper, Cruise Control #525) (if ordered with SRW, also includes bright chrome hub covers and center ornaments) (96V)	1	\$693.00	\$693.00
2020-0912-0072	Rearview Camera and Prep Kit (includes loose camera and wiring bundle) (872) (Info: Upfitters offer rearview camera installation option with body orders)	1	\$396.00	\$396.00
2020-0912-0073	Remote Start System (Must also order Power Equipment Group #90L/54K or XLT Trim Upgrade)(76S)	1	\$240.00	\$240.00
2020-0912-0206	Floor Mats, HD Rubber Molded, Front (Weather Tech)(DLR)	1	\$120.00	\$120.00
2020-0912-0207	Floor Mats, HD Rubber Molded, Rear (Weather Tech) (DLR)	1	\$100.00	\$100.00
2020-0912-0208	Flare Kit, 3-piece triangle with storage box, for roadside emergency use (DLR)	1	\$54.00	\$54.00
2020-0912-0209	Fire Extinguisher, 2.5# Dry Chemical ABC Rated w/ Mounting Bracket, uninstalled (DLR)	1	\$40.00	\$40.00
2020-0912-1203	Knapheide 9ft Flip Top Service Body Package (60CA, SRW) [inc. Flip top compartments, 41.25in high body height, spray liner coated galva grip bumper, painted white, 14-gauge two-sided galvanneal steel shell, Exclusive return-flange floor design for support, continuous corrosion resistant stainless steel pry-proof hinges, double-spring over center door retainer, double-shell 20 gauge two-sided A-40 galvanneal steel compartment doors, automotive-quality rotary-style latches, interior latch covers, neoprene door seals, slam lock tailgate, LED light package meeting FMVSS standards including surface mounted LED stop/tail/turn and backup lights with built in LED strobe option with (9) selectable patterns, wired to switch in cab, and built in reflectivity for additional safety, 5in track on dash, with universal phone holder, and two grab handles at rear of body with track to accept phone holder or other accessories (other accessories not included) (6108F40) (ABW1203)	1	\$10,194.00	\$10,194.00
2020-0912-1260	Knapheide additional shelf for compartment (requires service body or enclosed service body upfit) (KNP SHELF) (ABW1260)	1	\$179.00	\$179.00
2020-0912-1261	Knapheide bolt on Mechanics Vise Bracket installed on rear step bumper, painted black. (requires service body or enclosed service body upfit) (KNP 20072732) (ABW1261)	1	\$433.00	\$433.00
2020-0912-1262	Paint Service Body base/clear to match cab in lieu of standard Knapheide White. Includes exterior and back of doors. (Requires Service Body Upfit) (ABW1262)	1	\$2,744.00	\$2,744.00
2020-0912-1264	Paint inside of compartments of service body to match cab (service body interiors will come standard in	1	\$929.00	\$929.00

white, this option requires a service body upfit, along with either ABW1263, or ABW1262) (ABW1264)				
2020-0912-1271	Line-X 9ft Service body cargo area including floor, walls, bulkhead, and back of tailgate (requires Knapheide service body upfit) (LINEX-SB9) (ABW1271)	1	\$1,348.00	\$1,348.00
2020-0912-1274	Line-X top of service body compartments (requires Knapheide service body, and Line-X of cargo area) (LINEX-TOPS) (ABW1274)	1	\$286.00	\$286.00
2020-0912-1275	Spray coat line bumper of service body with slip resistant material (requires Knapheide service body, crane body, or enclosed service body upfit) (ALL-COATBPR) (ABW1275)	1	\$286.00	\$286.00
2020-0912-1561	Heavy Duty 2in Receiver Hitch with equal or greater than 20,000 GTWR includes/ 7-Way Flat RV Plug, Class V (7-Way or 6-Way Round plug available in lieu of 7-Way Flat for no additional cost, must specify at time of order) (Requires Body Order) (ALL-HDHITCH) (ABW1561)	1	\$1,030.00	\$1,030.00
2020-0912-1620	Snow Plow Package, Power Up & Angle, with corrosion resistant 304 stainless steel moldboard with 3/8 in cutting edge, tubular steel floating A-frame, 1-1/2in angle cylinders, fully enclosed 2HP/hydraulic unit, dual-beam halogen plow lights with double post mounts, ergonomic backlit control easy to use with gloves. (7-1/2 Foot) (BUY GOV-HD75) (Must also order Ford Snow Plow Prep Package #473) (ABW1620)	1	\$5,929.00	\$5,929.00
2020-0912-1790	Star Warning Systems Constellation Surface Mount Warning Light Package (inc. USA made (2) Surface Mount Amber LEDs in front, (2) Surface Mount Amber LEDs in rear (Each Surface mount light has Three Super Bright Star Generation V LEDs with 12 different selectable patterns), junction box controller with flash pattern selectable in one location, all cables have weather pack connectors, the ability to add two additional Star Constellation LED units, wired to upfitter switch or single auxiliary switch) (requires body upfit) (STAR-S-P) (ABW1790)	1	\$1,482.00	\$1,482.00
2020-0912-4532	Boss Tailgate Spreader TGS 800 - 8 cubic foot with Slide-In Attachment, designed for Sand and Salt, must be ordered with Class 4 - 2in Hitch (NT4532)	1	\$4,943.00	\$4,943.00
2020-0912-4566	Pro-Lid Kit (Must be ordered with Boss Spreader) (NT4566)	1	\$748.00	\$748.00

Quote Totals

Total Vehicles:		1
Sub Total:		\$79,142.00
8.4 % Sales Tax:		\$6,647.93
Quote Total:		\$85,789.93

Total Control Panel

[Login](#)

To: brent.winters@lwswd.org

From: noreply@des.wa.gov

You received this message because the domain wa.gov is on the enterprise allow list. Please contact your administrator to block messages from the domain wa.gov



**AGENDA
BILL
Item 5.A**

**Customer Appeal—Water/Sewer
Utility Bill**

DATE SUBMITTED:	March 2, 2020	MEETING DATE:	March 11, 2020
TO: BOARD OF COMMISSIONERS		FROM: Debi Denton, Finance Manager	
GENERAL MANAGER APPROVAL			
ATTACHED DOCUMENTS		1. Letter from Ford Martin dated February 6, 2020	
		2. Utility account history and notes	
		3. Administrative Code references	
TYPE OF ACTION REQUESTED	RESOLUTION <input type="checkbox"/>	FORMAL ACTION/ MOTION <input checked="" type="checkbox"/>	INFORMATIONAL /OTHER <input type="checkbox"/>

BACKGROUND / EXPLANATION OF IMPACT

Through its Administrative Code, the District has set policy on how it administers its services, including water/sewer utility billing processes. To maintain consistency, District staff implements the Administrative Code as written. Per Section 2.1, “The General Manager shall be the administrator of the District. Appeals of the General Manager’s instructions, interpretation of District policy, or decisions may be made to the Board of Commissioners in writing for consideration before a regular or special meeting of the Board.”

The District has received a letter (attached) from Ford Martin dated February 6, 2020, requesting an appeal to the Board for relief from water consumption charges. Mr. Martin’s appeal is associated with water utility charges incurred as a result of a leaking toilet that occurred between November 20 and December 6, 2019.

District Administrative Code allows for leak adjustments (Section 2.10.8); however, leak adjustments are only allowed for “...water bills resulting from in-ground water service line breaks between the water meter and the outermost exterior walls of the structure.” Therefore, an adjustment due to a leaking toilet is not a qualifying event.

Historically, staff have completed administrative adjustment of rates to the Tier 1 (less than 2,500 cubic feet consumed) rate in instances where the excess consumption has been specifically attributed to a leak that has resulted in fees assessed at the Tier 2 (greater than 2,500 cubic feet) rate. District staff completed this adjustment on February 3, 2020, which resulted in a reduction of Mr. Martin’s utility bill by \$109.45.

Staff has explained to Mr. Martin that the District is a public agency that must consistently administer its policies, as defined in the Administrative Code, and that staff does not have the authority to further reduce water consumption charges outside of the leak adjustment policy

defined in the Administrative Code. Mr. Martin was not satisfied with this response and elected to appeal the General Manager's decision to the Board, as allowed under the Administrative Code.

Following provides a summary of events relative to Mr. Martin's appeal:

- November 18, 2019: Meter was read; consumption of 1,436 cubic feet did not meet District criteria for notifying customer of high usage (2,500 cubic feet per Administrative Code Section 4.4.3(7)).
- December 1, 2019: Utility bill was mailed to customer; bill was partially paid on December 4, 2019, and paid in-full on January 11, 2020.
- January 21, 2020: Meter was read; consumption of 6,878 cubic feet met District policy criteria to notify the customer by mailing a courtesy high use notification letter.
- January 27, 2020: Courtesy high use notification letter mailed to customer and owner of property.
- February 1, 2020: Utility bill was mailed to customer.
- February 3, 2020: Credit adjustment was applied by District for Tier 2 rate (greater than 2,500 cubic feet usage) in the amount of \$109.45.
- February 6, 2020: Staff explained to Mr. Martin that they have done everything that they are allowed to under the Administrative Code and that his sole recourse is to appeal his bill to the Board of Commissioners.
- February 10, 2020: District received a letter of appeal dated February 6, 2020, to the Board of Commissioners from Mr. Martin (attached).

FISCAL IMPACT

Customer request would reduce Mr. Martin's February billing by \$313.27.

RECOMMENDED BOARD ACTION

The District must apply billing policies consistently to all customers. Staff recommends that the Board uphold its billing policies, as implemented.

PROPOSED MOTION

Should the Board wish to uphold current policy, as defined in the Administrative Code and implemented by staff, a recommended motion is:

"I move to uphold the District Administrative Code as written and implemented by the General Manager, and decline Mr. Martin's appeal for leak adjustment."

Should the Board wish to grant an exception to the Administrative Code to allow for reduction in the Mr. Ford's utility bill to account for the leak, a recommended motion is:

"I move to grant an exception to Administrative Code Section 2.10.8 specific to the December-January utility bill for 27 Deer Run Lane, and allow for a leak adjustment for a leak that occurred within the structure."

20 FEB 10 1:32 PM

February 6, 2020

Board of Commissioners
Lake Whatcom Water Sewer District
1220 Lakeway Drive
Bellingham, WA 98229

Dear Members of the Board:

This letter is to ask for your consideration in the case of an accidental overuse of water at the rental home where I reside, 27 Deer Run Lane, Bellingham 98229, for the billing period ending at the end of January.

The overuse in question was due to an undetected toilet leak in a rarely used guest bathroom. The leak started approximately Nov 20, 2019, and ended when I discovered and stopped it on about Dec 6, 2019.

When our meter was read in November, our usage was significantly higher than normal, but apparently not enough to trigger an alarm for the meter reader or for any notification to me. When I received the bill for that period in early December, I saw that the usage was overly high and the bill was \$50 higher than ever before. So, I immediately looked for and discovered the leak and stopped it.

But by this time, the leakage had caused approximately 5000 cubic feet of unintended use. I feel very badly about that waste of water, as my daughter and I try to conserve water in our everyday lives of normal use. But the damage was already done.

I realize I should have detected the leak earlier, and so I certainly bear some responsibility for this water loss. I will just say that it was not an obvious leak that I ignored.

I feel the water district should accept some responsibility as well. The information about the high usage was known as soon as the meter was read in November. Your representatives made a judgment call that this anomaly was within acceptable range and so did not notify me in any way of the information they had. If I had been notified, most of this accidental overuse would have been prevented.

To add insult to injury, your office sent me a "Courtesy Notice" of the high usage two months after the leak had been found and stopped. This was not helpful.

The accidental usage has added an additional \$700 to my bill, above the usual billing amount range. I am a 70 year-old man living on Social Security supplemented by my having to take a job as a school bus driver in order to meet expenses. I support myself and my daughter living with me at this address. This kind of unexpected expense is not affordable for us.

I am requesting that you, the board, forgive 50% of this accidental water overuse. I will find a way to pay my half in order to accept my responsibility for not finding and fixing the leak earlier. I am grateful for your consideration.

Respectfully,



Ford Martin

UTILITY ACCOUNT HISTORY

Lake Whatcom W-S District
MCAG #: 2330

Time: 09:40:52 Date: 03/02/2020
Page: 1

02/01/2019 To: 03/02/2020

DEOL, DR. GURDEEP: 200016090; Service Location: 200016090

27 DEER RUN LN	Current	Previous	Water Usage	Sewer Usage	Current	Previous	electric Usage	Demand	Chg/Pymt	Balance
02/01/2019 Bill	2783	1750	1033					0	268.59	268.59
02/07/2019 Payment								0	-138.59	130.00
03/01/2019 Payment								0	-130.00	0.00
04/01/2019 Bill	3857	2783	1074					0	281.02	281.02
04/03/2019 Payment								0	-141.02	140.00
05/18/2019 Payment								0	-140.00	0.00
06/01/2019 Bill	5003	3857	1146					0	288.20	288.20
06/09/2019 Payment								0	-140.00	148.20
07/03/2019 Payment								0	-148.20	0.00
08/01/2019 Bill	5974	5003	971					0	270.74	270.74
08/08/2019 Payment								0	-135.00	135.74
09/13/2019 Payment								0	-135.74	0.00
10/01/2019 Bill	6736	5974	762					0	249.88	249.88
10/03/2019 Payment								0	-125.00	124.88
11/03/2019 Payment								0	-124.88	0.00
12/01/2019 Bill	8172	6736	1436					0	317.14	317.14
12/04/2019 Payment								0	-160.00	157.14
01/11/2020 Payment								0	-157.14	0.00
02/01/2020 Bill	15050	8172	6878					0	969.70	969.70
02/03/2020 Bill		15050					*	0	-109.45	860.25
02/18/2020 Payment								0	-150.00	710.25
Billing Periods 7	Billed Amt: 2,645.27	Avg	377.90							

Utility Reads

Lake Whatcom W-S District

Time: 16:11:30 Date: 02/25/2020

MCAG #: 2330

Page: 1

For: 27 DEER RUN LN

Billing Date	Read	Prior	Consumption	Read Date	Time	Account	Remark
02/01/2020	15050	8172	6,878	01/21/2020		200016090	1/22 N/S--LETTER / 1/30 r
12/01/2019	8172	6736	1,436	11/18/2019		200016090	
10/01/2019	6736	5974	762	09/19/2019		200016090	
08/01/2019	5974	5003	971	07/18/2019		200016090	
06/01/2019	5003	3857	1,146	05/20/2019		200016090	
04/01/2019	3857	2783	1,074	03/18/2019		200016090	
02/01/2019	2783	1750	1,033	01/17/2019		200016090	
12/01/2018	1750	830	920	11/19/2018		200016090	
10/01/2018	830	0	830	09/20/2018		200016090	
08/02/2018	21957	21814	143	08/02/2018	00:00	200016090	Meter Changeout
08/01/2018	21814	20719	1,095	07/18/2018		200016090	
06/01/2018	20719	19749	970	05/17/2018		200016090	
04/01/2018	19749	18782	967	03/19/2018		200016090	
02/01/2018	18782	17664	1,118	01/22/2018		200016090	
12/01/2017	17664	16406	1,258	11/20/2017		200016090	
10/01/2017	16406	15549	857	09/21/2017		200016090	
08/01/2017	15549	14635	914	07/19/2017		200016090	
06/01/2017	14635	14515	120	05/19/2017		200016090	
04/01/2017	14515	14515	0	03/21/2017		200016090	3/21 OFF @ T-HANDLE
02/01/2017	14515	14515	0	01/18/2017		200016090	1/24 off at t handle
12/01/2016	14515	14456	59	11/17/2016		200016090	
10/01/2016	14456	14265	191	09/21/2016		200016090	
08/01/2016	14265	14218	47	07/20/2016		200016090	
06/01/2016	14218	14199	19	05/20/2016		200016090	
04/01/2016	14199	14171	28	03/16/2016		200016090	Locked 3/9/16
02/01/2016	14171	14135	36	01/19/2016		200016090	
12/01/2015	14135	13960	175	11/16/2015		200016090	
10/01/2015	13960	13816	144	09/17/2015		200016090	
08/01/2015	13816	13379	437	07/17/2015		200016090	
06/01/2015	13379	12992	387	05/18/2015		200016090	
04/01/2015	12992	12992	0	03/17/2015		200016090	3/19 12992/ok
02/01/2015	12992	12992	0	01/16/2015		200016090	1/20 12992/ok
12/01/2014	12992	12859	133	11/17/2014		200016090	
10/01/2014	12859	12350	509	09/17/2014		200016090	9/18 24HR #64-N/S
08/01/2014	12350	12287	63	07/16/2014		200016090	
06/01/2014	12287	12232	55	05/15/2014		200016090	
04/01/2014	12232	12232	0	03/17/2014		200016090	3/18 12233/ok
02/01/2014	12232	12232	0	01/16/2014		200016090	1/17 12233/ok
12/01/2013	12232	12232	0	11/18/2013		200016090	11/21 12233/ok
10/01/2013	12232	11483	749	09/18/2013		200016090	
08/01/2013	11483	11483	0	07/18/2013		200016090	7/23 11483/ok
06/01/2013	11483	10619	864	05/16/2013		200016090	
04/01/2013	10619	10607	12	03/18/2013		200016090	

CUSTOMER NOTES

Lake Whatcom W-S District
MCAG #: 2330

Time: 12:21:42 Date: 02/11/2020
Page: 1

Date/Type/User	Comment	DEOL, DR. GURDEEP - 200016090
02/06/2020 09:45:48 Attention Status Roxanne Peterson	DD spoke w/ renter Ford. Told him to write letter to Board.	
02/03/2020 15:10:18 OFF of Late Fees Roxanne Peterson	DD adjusted charge to Tier 1 Rate. \$109.45 credit given. mailed corrected bill.	
01/30/2020 09:03:04 Attention Status Roxanne Peterson	Renter "Ford" called, rec'vd HU Letter, very concerned. His #3600 319-4701. he will contact owner. Regg MG to meet him @ prop.	
01/27/2020 11:51:45 High Use Letter Sent Patricia Gilmore	mailed high use letter on blue paper to owner in CA and current resident at service address. usage 6878 water charges 806.30	

Account Information

Statement Date: 02/01/2020 Due: 03/20/2020
 Billing Period: Dec. & Jan.
 Account Number: 200016090
 Service Address: 27 DEER RUN LN



CURRENT RESIDENT
 27 DEER RUN LN
 BELLINGHAM, WA 98229

Due Date: 03/20/2020
 Please Remit: 969.70
 Check #: _____
 Amount Paid: _____

Please remit payment to:

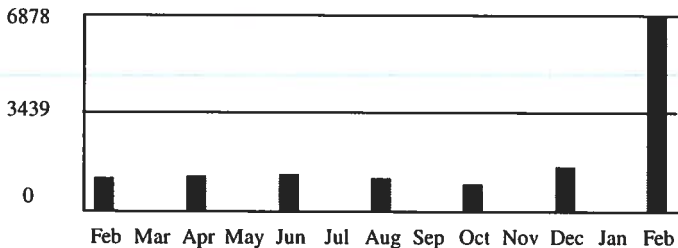
LWWSD
 1220 Lakeway Drive
 Bellingham, WA 98229

Please contact us if you have any questions at (360) 734-9224, Monday through Thursday, 8am to 5pm.

You may also email us 24 hours a day, 7 days a week at ar@lwwsd.org, or visit our website at www.lwwsd.org.

Account Name

DR. GURDEEP DEOL
 44350 MONTEREY AVE
 PALM DESERT, CA 92260

Your Monthly Consumption**Message****Account Information**

Statement Date: 02/01/2020 Due: 03/20/2020
 Account Number: 200016090
 Service Address: 27 DEER RUN LN
 Service Number: 200016090
 Billing Period: Dec. & Jan.
 Water Units: 1.00 3/4" Meter
 Sewer Units: 1.00 Sewer Base Charge
 Misc Units:
 Water 2 Units: Written From Filter Search

Meter Information

Previous	Current	Factor	Date	Consumption
8172	15050	1.0000	01/21/2020	6878

Account Activity

Water Base Charge 70.31
 Water Consumption 735.99
 Sewer Base Charge 163.40

Account Balance

Previous Balance: 317.14
 Adjustments: 0.00
 Payments: 317.14
 Current Charges: 969.70
 Balance: 969.70

Account
 200016090

any additional charges. District staff may also advise the property owner of the delinquency with a disconnect letter and a notice to interrupt service on the billing statement. These notices will advise the owner of the District's plan to discontinue water service unless the delinquent charges are paid, as well as any additional charges.

If the property owner or building occupant fails to pay the delinquent charges during the time period stated in the notice, the District may close and lock the curb stop valve serving the property, and charge the fee stated in its current Master Fees and Charges Schedule.

5. For Failure to Comply with District Orders to Curtail Water Consumption resulting from General Emergency Condition. If a building occupant fails to comply with general emergency orders to curtail water use, e.g., the District's water distribution system suffers a major failure and consequent loss of water, the District will close and lock the curb stop valve serving the property, and affix a door hanger notifying the building occupant that the District has done so for a stated reason. The District will charge the fee stated in its current Master Fees and Charges schedule.
6. For Failure to Eliminate Cross Connection. If a building occupant fails to eliminate a cross connection, District staff will close and lock the curb stop valve serving the property, and affix a door hanger notifying the building occupant that the District has done so for failure to eliminate cross connection. The District will charge the fee stated in its current Master Fees and Charges schedule.
7. For Failure to Repair Leak. If a possible leak is noted with overage exceeding 2500 cf a notification, consisting of a certified letter, will be sent to the known address of the property owner as soon as possible, usually within three business days. The District will also notify the building occupant of the possible leak by affixing a door hanger to the residence.

If a building occupant or property owner fails to repair a verified, but concealed, leak downstream of the water meter within ten working days of District notification of the leak, the District may close and lock the curb stop valve serving a property, and affix a door hanger notifying the building occupant that the District has closed and locked the curb stop valve serving the property for failure to repair a leak. The District will charge the fee stated in its current Master Fees and Charges Schedule.

8. For Agency Request or Order. If the State Department of Health, Whatcom County Health and Human Services, Whatcom County Sheriff, or a Fire District with jurisdiction, requests or orders interruption of water service to a particular property, the District will close and lock the curb stop valve serving a property, and affix a door hanger notifying the building occupant that the District has done so, citing the agency requesting or ordering same.
9. For Visible Leak in Vacant Building. Upon discovering, or after receiving notification of, a leak in a vacant building, the District may close and lock the curb stop valve serving the property. The District may affix a door hanger notifying the building occupant; also notifying the property owner at the known mailing address that the District has done so because a leak is visible in the building.

2. The property owner requests in writing the suspension of service and service charges to the structure, and
3. The water meter is locked or removed when the service is suspended, and
4. The account is paid current to the first of the month following the District's receipt of the property owner's written request before the billing will be suspended. [Resolution Nos. 444, 782]

2.10.8 Water Leak Adjustments

The District will adjust high customer water bills resulting from in-ground water service line breaks between the water meter and the outermost exterior walls of the structure. The leak adjustment request must be made in writing by the property owner and include evidence that the leak is now repaired either by enclosing a paid invoice or a receipt for repair parts. If there are no invoices or receipts available, a written assertion that the leak is now repaired is acceptable. To calculate the adjustment:

1. Water consumption figures from the same billing period in the previous year are used to calculate the leak adjustment. If less than one year's usage history exists, the current base rate allowance will be used as a non-leak quantity basis. The District will credit qualifying leak adjustment dollar amounts to the current or next customer bill. There is no cap to limit the customer's costs.
2. The District's rate structure adopted on September 10, 2014 established a tiered rate structure for water. Water usage exceeding 2,500 cubic feet in a two-month billing period is billed at a higher "water conservation" rate. For the purpose of calculating leak adjustment credits, water usage over 2,500 cubic feet will be billed at the lower tier rate.
3. Water leak adjustments are limited to one adjustment per account per 12-month period. When a leak occurs, the overage may be reflected on more than one consecutive billing cycle. In those instances, the District will utilize both contiguous cycles for the purpose of calculating leak adjustment credits.
4. The District will set up an incremental payment schedule on the remaining balance of the leak amount at the customer's request. Payment schedules must be arranged in a way that ensures payment of the current two-month minimum billing plus an installment on the extraordinary portion of the bill. The extraordinary portion of the bill must be paid in full within six months of incurring the charges. Late charges on the leak amount will be waived if the customer adheres to the prearranged payment schedule. [Resolution Nos . 821, 861]

2.10.9 Low Income Senior/Disabled Water and Sewer Rates

As authorized by RCW 57.08.014, the Lake Whatcom Water and Sewer District offers uniformly reduced rates across the service area to qualified low-income seniors and disabled customers for water and sewer utilities provided by the District. Notification of such reduced rates will be provided to all persons serviced by the District annually, and upon initiating service. Eligible customers must:

TITLE 2 FISCAL MANAGEMENT POLICIES

2.1 General Manager's Responsibilities and Limitations

The General Manager shall be the administrator of the District. Appeals of the General Manager's instructions, interpretation of District policy, or decisions may be made to the Board of Commissioners in writing for consideration before a regular or special meeting of the Board. Letters of appeal must be submitted no less than ten days prior to any scheduled Board meeting. Where this Code requires approval by, permission or decision of, or interpretation from the General Manager, the manager may be guided by the laws of Washington State, resolutions of the Board of Commissioners, generally recognized public administrative and engineering standards and practices and by consideration of the operational demands and requirements of both the sewer works and the water treatment/distribution system as well as the peculiarities of construction, topography, soil condition, or other relevant factors. [Resolution Nos. 146, 242A, 785]

2.2 Operating & Capital Budget and Expenditure Policies


The Revised Code of Washington Title 57 authorizes water and sewer districts to establish operating and capital improvement policies. From time to time it is necessary for the District's General Manager to procure goods and services on short notice without advance approval or authorization from the District's Board of Commissioners. The General Manager may do so only if it is deemed to be in the best interest of the District and its ratepayers, subject to the following limitations:

1. The General Manager shall develop an operating and capital improvement budget annually for both the water and sewer systems. The annual budget shall provide for the forecasting of revenues and expenditures for the following year. The budget shall be presented to the Board of Commissioners for review and approval prior to the end of December in advance of the new budget year.
2. The General Manager shall be responsible for administration of the District's approved operating and capital budgets.
3. The Finance Manager/Treasurer shall establish appropriate controls to monitor expenditures and the implementation of the adopted budgets.
4. The General Manager and Finance Manager/Treasurer shall develop a monthly budget report and shall present such report to the Board of Commissioners at their second regular monthly meeting. A more detailed quarterly financial report will be presented in place of the monthly report in January, April, July and October of each year.
5. The General Manager is authorized to execute contracts on behalf of the District whenever the amount of the contract is \$50,000.00 or less, provided that the funds for the contract are included in the then-current budget.
6. The General Manager is authorized to approve change orders to District contracts when the amount of the proposed change order is \$50,000.00 or less, provided that funds for the contract are included in the then-current budget.



**AGENDA
BILL
Item 7.A.**

General Manager's Report

DATE SUBMITTED:	March 5, 2020	MEETING DATE:	March 11, 2020
TO: BOARD OF COMMISSIONERS		FROM: Justin Clary	
GENERAL MANAGER APPROVAL			
ATTACHED DOCUMENTS		1. General Manager's Report	
TYPE OF ACTION REQUESTED	RESOLUTION <input type="checkbox"/>	FORMAL ACTION/ MOTION <input type="checkbox"/>	INFORMATIONAL /OTHER <input checked="" type="checkbox"/>

BACKGROUND / EXPLANATION OF IMPACT

Updated information from the General Manager in advance of the Board meeting.

FISCAL IMPACT

None.

RECOMMENDED BOARD ACTION

None required.

PROPOSED MOTION

None.



LAKE WHATCOM WATER AND SEWER DISTRICT
General Manager's Report
Upcoming Dates & Announcements
Regular Meeting – Wednesday, March 11, 2020 – 6:30 p.m.

Important Upcoming Dates

Lake Whatcom Water & Sewer District			
Regular Board Meeting	Wed Mar 25, 2020	8:00 a.m.	Board Room
Employee Staff Meeting	Thu Mar 12, 2020	8:00 a.m.	Board Room Commissioner McRoberts to attend
Investment Comm Meeting	Wed Apr 29, 2020	10:00 a.m.	Small Conference Room
Safety Committee Meeting	Tue Mar 17, 2020	10:00 a.m.	Small Conference Room
Lake Whatcom Management Program			
Data Group Meeting	Thu Mar 12, 2020	9:00 a.m.	City of Bellingham PW Offices 2221 Pacific Street
Policy Group Meeting	Wed Jun 17, 2020	3:00 p.m.	City of Bellingham Fireplace Room 625 Halleck Street
Joint Councils Meeting	Wed Mar 25, 2020	6:30 p.m.	Bellingham City Council Chamber 210 Lottie Street
Other Meetings			
WASWD Section III Meeting	Tue May 12, 2020	6:15 p.m.	Bob's Burgers, 8822 Quil Ceda Pkwy, Tulalip, WA
Whatcom Water Districts Caucus Meeting	Wed Mar 18, 2020	1:00 p.m.	Board Room
Whatcom County Council of Governments Board Meeting	Wed May 13, 2020	3:30 p.m.	Council of Governments Offices 314 E Champion Street

Committee Meeting Reports

Safety Committee:

- No meeting has been held since the last board meeting.

Investment Committee:

- No meeting has been held since the last board meeting.

Upcoming Important Board Meeting Topics

- Design and Construction Standards adoption (March 25)
- Revision to Utility Bill Payment Period (March 25)
- Sudden Valley Area Z Developer Extension Agreement Project Acceptance (March 25)
- Lakeview Street Reservoir Demolition Contract Award (March 25)
- Dellesta/Edgewater Lift Stations Improvement Construction Contract Award (April 8)
- On-call Electrical Engineer Contract Award (April 8)

2020 Initiatives Status

Administration and Operations

Level-of-Service Analysis

- Facilitate Board development of level-of-service standards for District operations.
Staff have begun the initial stages of framing the policy conversation.

Six-Year Business Plan

- Develop department-specific business plans that define staffing, facility, and equipment needs necessary to meet level-of-service standards over the six-year planning horizon.
To be initiated following completion of the level-of-service analysis.

Rate Study

- Conduct rate study for the water and sewer utilities for the five-year planning horizon.
To be initiated following completion of the 2020 Comprehensive Sewer Plan, the Sudden Valley Water Treatment Plant Facility Improvement Plan, and the Six-Year Business Plan.

Biennial Budget

- Facilitate Board consideration of shifting from an annual to a biennial budget.
Staff plans to complete in late spring/early summer.

Bond Rating Review

- Pursue a higher bond rating.
Staff plans to complete in late spring/early summer.

Staffing Succession Plan

- Develop a staffing succession plan to address anticipated retirements over the next five years.
Staff plans to complete this summer.

Job Description Review

- Update all District job descriptions that have not been revised in the last three years.
Staff plans to complete this fall.

Emergency Response/System Security

Risk and Resilience Assessment

- Develop an America's Water Infrastructure Act-compliant Risk and Resilience Assessment.
Plan is under development with assistance from the Whatcom County Sheriff's Office under the District's interlocal agreement for emergency planning services.

Cybersecurity Assessment

- Conduct a cybersecurity assessment of the District's IT infrastructure.
Through the District's insurance provider, implemented ongoing staff/board cybersecurity training platform in November 2019.
As part of the AWIA Risk and Resilience Assessment, staff have begun mapping the District's IT system.

Emergency Vendor Contracts

- Pursue contracts with applicable vendors for on-call contracts, including contracts for support during periods of emergency response.
A public works contract template specific to unit-priced contracting is under development.

Community/Public Relations

General

- Website
The District's web content is being updated on a regular basis.
- Social Media
Posts are being made to District Facebook and LinkedIn pages periodically; Nextdoor is regularly monitored for District-related posts.
- Press Releases
No releases have been issued year-to-date; releases will be issued as applicable.

Intergovernmental Relations

- *J. Clary attended COVID-19 briefing for local governments at Whatcom County Emergency Operations Center on March 2.*
- *J. Clary met with Norm Smith of Sudden Valley Community Association to coordinate response to impacts that may be caused by COVID-19.*

EnviroStars Certification

- Gain EnviroStars Green Business certification.
District is registered in the program; staff are completing initial stages of the certification process.

Lake Whatcom Water Quality

Management Program

- Attend meetings of Lake Whatcom Management Program partners.
J. Clary attended the Data Group meeting on February 13, and the Interjurisdictional Coordinating Team meeting on March 4 (in preparation for the Joint Councils meeting on March 25).

Onsite Septic System Impact Assessment

- Lead effort in water quality monitoring to assess the impacts of septic systems on the lake.
A quality assurance project plan (QAPP), which will guide the 2020 water quality monitoring effort, has been finalized. Herrera conducted the first monitoring event on March 3.


Onsite Septic System Conversion Program

- Pursue connection of septic-served parcels within 200 feet of District sewer system.
Of the three properties noticed in 2019, one connected on January 7, one has been in contact with the District (fall 2019), and one has not responded to-date. Based upon Board authorization, the two remaining properties have until August 2021 to connect. Based upon Board direction, staff are developing a white paper to facilitate discussion pertaining to amending the septic conversion policy in ways that assist in sewer connection.



**AGENDA
BILL
Item 09**

**Executive Session
To Discuss
Potential Litigation**

DATE SUBMITTED:	March 5, 2020	MEETING DATE:	March 11, 2020
TO: BOARD OF COMMISSIONERS		FROM: Justin Clary, General Manager	
GENERAL MANAGER APPROVAL			
ATTACHED DOCUMENTS		1. none	
TYPE OF ACTION REQUESTED	RESOLUTION <input type="checkbox"/>	FORMAL ACTION/ MOTION <input type="checkbox"/>	INFORMATIONAL /OTHER <input checked="" type="checkbox"/>

BACKGROUND / EXPLANATION OF IMPACT

This Executive Session is for the purposes of discussing potential litigation with legal counsel per RCW 42.30.110(1)(i)(ii) and is expected to last 15 minutes.

FISCAL IMPACT

No impact is anticipated.

RECOMMENDED BOARD ACTION

No action is recommended at this time.

PROPOSED MOTION

Not applicable.