



What's on Tap

Vision of Tomorrow | Action Today

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CovingtonWater.com General Manager: Thomas Keown

Backflow tests due to the District July 31st

2018-2019 Highlighted Accomplishments

The last half of 2018 and first half of 2019 has been another busy year for the District. We have made great strides putting numerous programs and projects into action after several years of analysis and planning. There have been several significant accomplishments made this past year, yet we remain diligent and committed to continuously refining the services we provide to balance the needs of developers and our existing customers.

District staff are very professional and knowledgeable, and the challenges facing the District are motivating and demanding. We spent the last year doing a better job of "telling our story" to the community. Time and efforts were used to improve our social media presence by updating our website content regularly, and improving our Twitter posts of water-related activities to reach out to the customers and community we serve. This effort will be in addition to our "traditional" communication efforts where we update our customers via our Quarterly newsletter in The Reporter and District website.

We look forward to the daily challenge of providing our customers safe, reliable water 24/7/365 and are happy to recap just a few of our accomplishments below:

Water Supply: The District recently completed a Firm Yield Supply Study with HDR Engineering. The results confirmed the need for the Additional Water Storage (AWS) project at Howard Hanson Dam and will need to be a focus for the District to work with Regional Water Supply System (RWSS) partners and Federal Delegation going forward to get this project funded.

Geographical Information System (GIS): A key ingredient to supporting development and our asset management program is a viable GIS. In-house staff have placed significant time into building our digital backbone and we invested in ERSI's Small Utility Enterprise package to further develop our tools this past year. We are actively engaged with similar thinking districts to see where we can work collaboratively to save time, effort and money to maximize benefits from our GIS efforts.

Security and Emergency Response: CWD has completed significant emergency response planning and preparation activities to date. These efforts will also place the District in a good position to complete the federally required risk and resilience assessment work as part of the American Water Investment Act (AWIA) in 2020. We continue to work with King County to use their "Code Red" notification system and it's now prominently featured on our new website.

Financial Sustainability: The District did not raise residential rates for the 3rd year in a row. The impact has been that winter rates are \$10/month less in 2019. Facility charges for a single family home were reduced 10% (saving developers \$1k). The District eliminated the residential fire meter charge. The District's water service revenue were higher by 15.5% (\$1.9M) than budgeted for 2018 due to the warm/dry weather we experienced this past summer and expenses were lower by 8% (1.1M).

For more information on our accomplishments, our rates and budget, please visit our website at www.covingtonwater.com.

Employee Spotlight:

Lisa Christie – Administrative Assistant

Lisa has been with Covington Water District (District) since December 2002 and is currently the Administrative Assistant within the General Administration team. Lisa is extremely self-motivated and her decision-making skills are very reliable. She consistently juggles multiple projects, deadlines, frequent interruptions or last minute tasks with grace and calm.

Lisa's main day-to-day responsibilities includes researching, coordinating and managing annual safety training and other educational training for staff; assisting the General Manager with basic HR needs; and, overseeing Emergency Management supplies for the District. One project she's played a key role in is the District's Cross Connection Program, a necessary program to protect the district's water system from contamination from consumers' private systems. Her professional attitude, patience and listening abilities were often spotlighted when she was fielding questions for the program while providing direction and information through excellent customer service to both testers and customers.

Lisa is also very involved with employee recruitment, development and retention through her significant role in the hiring process and employee's professional development. She's also a founding member of the District's first ever employee relations committee, the Positive Impact Team (PIT Crew).

Over the years, Lisa has received many compliments from both internal and external connections for going above and beyond her role. "The Covington Water District team values Lisa's excellent work ethic, can do attitude and both day-to-day and significant contributions and accomplishments", said Tom Keown, District's General Manager.

Lisa enjoys college football and follows University of Michigan and Washington State University. She also loves spending time with her family.



Operations Highlight: Flushing Program

Unidirectional Flushing (UDF) is an excellent, water-efficient method of cleaning water distribution pipes to improve water quality and restore capacity. The premise is simple: develop a plan that flushes water from a clean source through the existing pipe network and out while working in one direction and one segment at a time.

By cutting off other flows, scouring velocities of 5 to 7 feet per second is achieved, compared to 1 to 3 feet per second with conventional flushing. At these velocities, UDF scours out sediment, biofilm, corrosion products, and tuberculation. Not only is UDF a more effective way of cleaning than conventional flushing, but it uses on average about 40 percent less water than conventional flushing. Equally important, the sediment, corrosion products and biofilm are flushed out and not just moved to another pipe run that's often the case in conventional flushing.

With approximately 320 miles of distribution pipeline to scour, our UDF team works diligently year round to achieve the District goal of cleaning the entire system every other year. In 2019, our team has flushed just over 70 miles of distribution pipeline accounting for just under 5 MG of water.

Free chlorine residual is monitored before and after flushing; turbidity and color are also monitored to ensure the water quality at these locations is consistent with the overall system. Another benefit of this process is that it allows District operators to assess the physical condition of the pipes, valves and hydrants all from a single program.

Water main & dead end main flushing activities are performed nine months out of the year. If you have any questions please contact Dan Sleeth, Operations Manager @ 253.867.0950.



Covington Water District and the Community

As part of the District's Strategic Plan, staff makes time to educate youth about water, CWD's role in the community, and future water career opportunities through regular participation in local STEAM, career and community events.

District staff participated at the Covington Community Expo on April 4th, 2019 at Cedar Heights Elementary School in Covington, WA. The family friendly event provided an opportunity for the community to network with the local business community and discover what is available in our area. Students from the middle school had the opportunity to learn about the work we do at the District, opportunities within the water industry and other utility career options.

On April 17th, District staff were also able to participate at the Kentwood Career and Trades Fair where students were able to explore postsecondary options outside of the university track. Tom Huizenga, Tyler Howard, and Sally Mohr attended the event along with many professionals representing 25+ other agencies at the fair. Tom Huizenga was able to share a hands-on display he designed and built to visually show the water distribution process to students. Tyler helped with the electronic components of the display.

Make sure to stop by CWD's booth and say hello at the upcoming events!

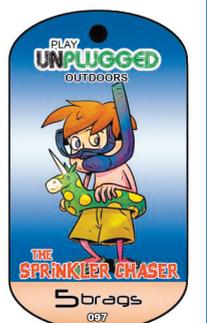
- Covington Days - July 20th - July 21st, 2019
- Community Emergency Preparedness Fair - September 2019



Play Unplugged

With school out and summer here, our community will have plenty of opportunities for folks to get out there and enjoy the weather, each other, and the outdoors. Covington Water District (District) is participating in its third year of The Play Unplugged Program. The program officially started Memorial Day weekend and goes on until Labor Day weekend (May 27th - September 2nd, 2019). During this time, children will be able to complete the activities for any one of the City of Covington's Brag Badges. Play Unplugged is all about encouraging kids to put down their electronics and get out and play.

To earn a brag badge from Covington Water District, host or attend a water sprinkler date, take a picture and come on over to the front desk and show it to one of our friendly customer service reps to earn a brag badge.



The District will be closed in observance of the following holidays:

- Thursday, July 4th, 2019 - Independence Day
- Monday, September 2nd, 2019 - Labor Day