

WATER LINES : Winter 2017

Serving the Greater Birch Bay Area Since 1968



**WATER & SEWER
DISTRICT**



Reminder! Winterize Your Home

Most residential water leaks result from pipes breaking during winter freezes. Homeowners are responsible for ensuring their houses are protected from the occasional arctic blast that the Pacific Northwest experiences. Fall is a good time to double check your water and sewer pipes to ensure everything is protected before winter sets in. Water damage can cost you thousands of dollars. Here are some winterizing tips:

- ✓ If you have heat tape, make sure it's working.
- ✓ Check to see that vents under your home are closed.
- ✓ Make sure you have no exposed water pipes.
- ✓ Inspect your water system closely during and immediately following cold weather to verify that your water pipes are not leaking.
- ✓ If you leave for the winter, be sure to shut off the water and drain your system.



A Big Thank You For Another Successful Summer!

This summer was exceptionally dry, which does add stress to our water supply system as we attempt to keep up with surging demand. Thanks to your support for the District's conservation program, which includes in part the Water Wisely Voluntary Watering Schedule, water usage did not experience any unusual significant spikes this summer. As a result, the District was able to reliably serve all customers while keeping enough water in storage to provide for firefighting and contingencies. Thanks for conserving!

The Importance of Keeping Stormwater Out

Birch Bay Water and Sewer would like to bring attention to the importance of keeping stormwater out of our sewer system. The sewer system is primarily designed to carry wastewater from toilets, dishwashers, sinks, and showers. The addition of stormwater and/or groundwater to the sewer system is illegal and increases the load reaching the treatment plant and raises costs to customers.

Inflow and infiltration (or I & I) are terms used to describe the ways that groundwater and stormwater enter the sewer. Inflow is stormwater that enters at direct connections to the system. Sources of inflow include footing/foundation drains, roof drains, drains from driveways, downspouts and sump pumps that are illegally connected to the sewer system. This allows water from sources other than sanitary fixtures to enter the system. Infiltration is excess water that gets into the sanitary sewer system through open joints, cracked pipes, separated joints and unsealed or leaky manholes.

The District actively works to reduce inflow and infiltration by monitoring, maintenance, and prevention programs. This comprehensive program includes monitoring pipes through smoke testing and video inspection, maintaining pipes through sewer jetting to remove debris from the sewer line and repairing loose manhole covers and seals.

Email Billing Has Arrived

The District has listened to customer requests to have an option of receiving their bill via email. You can now log into the District website at bbwsd.com and select "Login" to set up an online account. Once you have set up an account you will be notified of your new bill by email. You can also pay your bill many different ways including: online, by auto payment, calling our payment line 1-844-462-1017, or mailing a check. Please have your most recent bill ready because you will need your utility account number. We look forward to the convenience of emailed bills for our customers.

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