

Winter 2021

Serving the Greater Birch Bay Area Since 1968



**WATER & SEWER
DISTRICT**



Customer Assistance Plan

The State of Washington allowed the moratorium on lock-offs and penalties for non-payment to sunset on September 30, 2021. Birch Bay Water and Sewer District has worked closely with our community resource partners to create a customer assistance plan for delinquent accounts with the support of our Board of Commissioners:

Resources

1 The Opportunity Council, (360) 255-2192 Low Income Home Energy Assistance Program (LIHEAP)

- Funding from the American Rescue Act is being distributed through the Opportunity Council and will begin scheduling appointments 11/6/2021 by phone or online at www.opcco.org/basic-needs/home-energy there could be an hour wait on the phone to schedule
- Call the Opportunity Council for an initial screening and application. Please contact them as soon as possible to allow enough time for processing.
- If the Opportunity Council finds you eligible, you may receive financial assistance for all or part of your Water/Sewer arrearage (past due).
- You may also qualify for other programs available through the Opportunity Council.

2 The Community Assistance Program (CAP), (360) 392-8484 can help residents of Birch Bay who have a short-term emergency need for financial assistance towards their past due utility bills. These resources could help the Blaine/Birch Bay community and are currently being underutilized.

- Call the CAP and leave a message with your name, address, and phone number.
- They will call you back with a phone screening and will decide on eligibility.
- They will send the payment to the District on your behalf for your water/sewer bill.

After resources have been explored and you still need assistance on your arrearage, please contact the District, (360) 371-7100, before March 2, 2022, to discuss entering into a payment plan agreement.

The Board of Commissioners has approved a one-year repayment plan for arrears in excess of a customer's current bill. Customers with delinquent accounts will be required to enter an agreement to pay arrears within 12 months and keep their current bill paid as scheduled, or face shutoff. We have postponed lock-offs for nonpayment until March 2022 to provide customers time to enter into a repayment plan.

BBWSD continues its long-term goal of reducing shutoffs by promoting communication with our customers and providing convenient payment options. Additionally, we accept prepayment on accounts for customers wishing to stay ahead or budget their bills monthly. We accept payments without a service charge via the payment line (844) 462-1017, online at www.bbwsd.com, or by mailing periodic checks. You are welcome to contact the District at (360) 371-7100 during regular business hours to discuss your options.

Birch Bay Water & Sewer

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Email: office@bbwsd.com

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Commissioners: Don Montfort
Jeff Benner
Fred Reid

General Manager: Dan Eisses



COVID-19 Update

During the COVID-19 pandemic the Birch Bay Water & Sewer District has continued operations. Our essential workers continue to safeguard public health by providing clean safe drinking water and the management of our wastewater treatment plant. Recently, we welcomed two new Water and Sewer Operators, Chris Bork and Benny Tapia. Both bring experience in construction, maintenance and lab sciences; skills that will benefit the District operations.

To provide a safe workplace to employees and essential services to our customers, we have implemented changes to how we are working. Following COVID-19 guidance, our business office is open on an appointment only basis to preserve operational continuity. We continue to provide customer service by phone and email.

Welcome!



Benny Tapia
WWTP Operator



Chris Bork
Water Operator

Winterization

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.

Have you ever felt like it was taking FOREVER for your water to get hot?

Insulating your hot water pipes allows your hot water to warm faster. This saves energy and lessens the amount of water that needs to run before your water comes up to temperature. Learn more at www.whatcomwateralliance.org/indoors

Here are some winterizing tips:

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

