

Kitsap Connection

For customers of Kitsap PUD's drinking water utility September, 2016

Important Information: Your Water Bill Has Changed

Over the past several months, Kitsap PUD has been making changes to our billing procedures. These are in response to customers concerns and center on two things: 1. Getting bills to customers in a more timely manner and 2. Redesigning our bill to be more user friendly. To address the first, we have assigned more staff to meter reading, shortening the time between water usage and billing for that usage. This change will result in a one month "transitional" billing. More on this on the reverse. As for our redesigned bill, let's look at it now:



1431 FINN HILL RD.
PO Box 2910
POULSBO, WA 98370
Phone 360-779-7656
www.kpud.org
1-800-739-6766

Hours of Operations: Monday – Friday 8:00 AM - 4:30 PM

USAGE HISTORY

Total usage for this billing period was 8,976 gallons. **5**
Average daily use was 142 gallons.
To view your usage history, please log into your account at www.kpud.org.

SPECIAL MESSAGE

We now offer AUTOPAY with a credit/debit card. To sign up visit www.KPUD.org. **6**

ACCOUNT INFORMATION

ACCOUNT: [REDACTED]
SERVICE ADDRESS: [REDACTED]
SERVICE PERIOD: **3** 05/16/16 to 07/15/16
DUE DATE: 08/31/16

METER READING

Serial No	Previous Reading		Current Reading		Usage
	Date	Reading	Date	Reading	
60993102	05/09/16	114600	07/09/16	2115800	1200 4

Usage is measured and billed in 100 cubic foot increments.
100 cubic feet equals 748 gallons.

CURRENT CHARGES

5/8 in. MTR-(R) CONSUMPTION	13.80
5/8 in. MTR-(R) BASIC CHARGE	48.00
STATE PUBLIC UTILITY TAX	3.10
CAPITAL IMP WEST KIT 2028 Exp.	7.72

TOTAL CURRENT CHARGES 72.62

BILL SUMMARY

PREVIOUS BALANCE	72.62
PAYMENTS RECEIVED	72.62
PENALTIES & ADJUSTMENTS	0.00
ADDITIONAL BILLING	0.00
CURRENT CHARGES	72.62

TOTAL AMOUNT DUE 72.62

Balances not paid on or before the due date are subject to a 10% late charge and may result in disconnection if account remains delinquent.

FORM 7008 - (7/20/16)

PLEASE DETACH AND RETURN THIS STUB



1431 FINN HILL RD. PO Box 2910 POULSBO, WA 98370

This stub ensures that your payment is processed accurately.

ADDRESS SERVICE REQUESTED

1000001 1 AV 0.373 AUTO SCH 5-DIGIT 98312

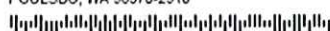


1 00001
1 of 1
10 0.82
1100

SERVICE ADDRESS		
[REDACTED]		
BILLING DATE	DUE DATE	AMOUNT DUE
07/16/16	08/31/16	72.62
ACCOUNT NUMBER		PLEASE ENTER AMOUNT ENCLOSED
[REDACTED]		\$
SERVICE PERIOD		
05/16/16 To 07/15/16		

▼ Please Make Check Payable To Name Below.

KITSAP PUD #1
PO BOX 2910
POULSBO, WA 98370-2910



This is an example of our new bill. It does not contain real billing dates, but is used to illustrate some of the changes customers will see.

Because of our new meter reading plan, the billing date (1) will more closely align with the meter reading date (2). Whereas in the past, there could be as much as a 6 week gap, the new plan will shorten this significantly. This shortened schedule will also allow our bills to more closely match the billing service period(3).

Also, our new bill will not only show consumption in cubic feet (what our meters read) (4), but will also show consumption in gallons (5).

An aside: Since its debut in the last newsletter, over 500 of you have signed up for our new option of auto-pay by debit or credit card (6)! This is great! For more information, and to sign up, visit our webpage at www.kpud.org.

These changes have necessitated a one-month "transitional" billing in September (this bill). For details on this, see the back of this newsletter. We appreciate your patience and understanding as we work through these changes.

September is a Transitional Billing

The changes we are making to our meter reading and billing procedures require us to have this one-month "transitional" billing. To explain: EVERYONE will get a bill in September which will consist of a one-month basic charge and two months of consumption charges. This allows us to get the service period and meter reads closer together for the next regular two-month billing.

If your last bill was in August, this September bill will be followed by a bill in November. You will be back on a regular two month billing at that point with the following bill coming in Janu-

ary. **If your last bill was in July**, this September bill will be followed by a bill in October. You will then be back on a regular two month billing schedule with your next bill in December.

If you have autopay set up with us, it will pull funds on the bill's due date. If you have an automatic transfer set up with your bank, you will need to change it. Customers with that arrangement should check with their bank to see what changes are needed.

Again, we appreciate your patience as we implement these new procedures.

Flushing Season Begins Soon

As summer draws to an end (but before winter sets in completely) we engage in routine flushing of water systems. All of our drinking water systems use groundwater as their source. Groundwater contains dissolved minerals. Over time, these build up inside water mains. Flushing removes these build-ups and keeps the system operating as it was engineered.

Not all systems are flushed every year; however. Because some source wells have higher mineral content, those systems require more frequent flushing. Systems with lower mineral content are flushed every other year.

We typically flush at night to minimize incon-

venience to the community. Prior to flushing we notify the community via roadside sandwich board signs. Information is also posted on our website.

Just as minerals build up in water mains, they also build up in customers' service lines. Because of this, we recommend customers flush their service lines on the same schedule that we flush water mains. When we wrap up flushing of the system, customers should flush their service lines by running an outdoor hose-bib wide open until the water runs clear. Periodically filling a white bucket will help you see if the water is clear.



Divers Down!

The picture at left is a stock photo, but it looks like a recent scene from some of our reservoirs. Just as we flush water mains periodically to remove mineral build-up, we must also clean reservoirs. Logistically (and conservation-wise) it doesn't work to empty reservoirs and clean them. This leaves customers without water. So, increasingly, water systems hire special divers to clean the inside of reservoirs. This saves water and inconvenience. We have recently contracted with divers to scrub the insides of some of our reservoirs.

Kitsap PUD

1431 Finn Hill Road
PO Box 1989
Poulsbo, WA 98370
360-779-7656
www.kpud.org

2016 water rates

Kitsap PUD has a "tiered" rate structure. In this, the cost of water goes up with usage. A Basic Service Charge, together with Tiers 1 and 2 are meant to provide surety to water system operations while ensuring reasonable water usage remains affordable to Kitsap's households. Tiers 3 and 4 are structured to encourage conservation and recoup additional capital improvement funds from high-water users.

Rates shown below are for a typical residential service. Remember: KPUD bills on a bi-monthly basis.

Basic Service Charge

\$24.00 (monthly)
\$48.00 (per 2-month billing)

Commodity Charge

Tier 1 (0-1,400 cubic feet)
\$1.15 per 100 cubic feet*

Tier 2 (1,401—2,400 cubic feet)
\$1.55 per 100 cubic feet

Tier 3 (2,401—4,000 cubic feet)
\$2.35 per 100 cubic feet

Tier 4 (over 4,000 cubic feet)
\$5.25 per 100 cubic feet

*100 cubic feet of water is equal to 748 gallons.