Important Information: Billing Changes Coming

Kitsap PUD is in the process of making changes to our billing procedures. These changes include: shortening the time between meter reads and billing, implementing an automatic bill pay option and redesigning our bill format.

Shortening the time between meter reads and billing: Our current meter reading/billing procedure can result in a significant lag time between customers’ water usage and billing for that usage. This has been an ongoing source of confusion for our customers. To address this, we are implementing new meter reading/billing procedures. First, we are dedicating more staff to the task of meter reading. This will ensure all meters are read in a condensed time period. Secondly, we are coordinating meter-reading with bill printing so that the lag between the two is greatly reduced: we anticipate bills reaching customers within two weeks of their meter read. Customers should be aware that, as we implement this change, it will result in a transitional one-month billing in September. In the September billing, which all customers will receive, customers will be billed for only one month’s Basic Service Charge. Regular billing—with the new meter reading schedule in place—will resume in October. We will provide additional information as the date approaches.

Automatic Bill Pay: Kitsap PUD has implemented an automatic bill pay option (auto-pay) using debit or credit card for water bills. Because water bills tie to the property being served, this option is only available to property owners, not renters. To sign up for auto-pay, customers must first create an online account. To do so, visit KPUD’s website at www.kpud.org and follow the link to Auto-pay. Instructions will walk you through the process.

Revising our bills. Just as the delay between meter reading and billing was confusing to some customers, so too is the design and layout of our water bills. Over the next several months, KPUD will be working with staff and our billing agent to redesign the bills that customers receive. Our hope is that the redesigned bills will make it easier for customers to see their water usage and understand the billing associated with it.

Water Quality Reports Available in June

Consumer Confidence Reports for customers of Group A Water Systems (those with 15 or more connections) will be posted on KPUD’s website by July 1. These reports, required by the Safe Drinking Water Act, contain information from the previous year’s water quality monitoring efforts. As per regulation, the reports list those regulated contaminants that were detected in tests taken in 2015. To view the Consumer Confidence Report for your system, visit KPUD’s website at:

http://www.kpud.org/consumerConfidence.php
Recharging Our Aquifers: Rain Gardens

Last year, I promised we would look at some of the efforts underway to ensure our local aquifers are adequately recharged. Unfortunately, the issue of lead in drinking water (see more below!) has robbed that goal of time and attention. In keeping with the curriculum; however, we will now look at rain gardens.

Rain gardens are designed to capture and infiltrate water that flows off impervious surfaces like parking lots, roofs and roads. By capturing and filtering runoff, rain gardens not only help to recharge groundwater supplies, but aid in stormwater management and flood control. Kitsap Conservation District has a program to assist qualifying landowners in installing a rain garden on their property. If approved, a property owner can be reimbursed for up to $1,000 for installation. For more information on rain gardens and the rain garden program, visit Kitsap Conservation District’s webpage at http://kitsapcd.org/programs/raingarden-lid.

Governor’s Directive: Get the Lead Out

On May 2, Governor Jay Inslee issued a directive to state agencies, particularly Washington Department of Health, to take steps to address recent detections of lead in drinking water systems in the state. Specifically, the Governor’s directive—which can be seen at http://www.governor.wa.gov/news-media/inslee-issues-directive-aimed-reducing-lead-exposure—directs state agencies to: implement the “School Rule” (which passed in 2009, but hasn’t been funded) which directs school to conduct internal water quality testing, develop a lead inspection program for rental properties built before 1978, consider the need for an inspection process for child care facilities, improve blood lead screening protocols for vulnerable populations, and prioritize state drinking water loan funds to projects that remove lead plumbing. Obviously, this will be an ongoing topic. Stay tuned. More information on lead in drinking water can be found on Department of Health’s website at: http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/Contaminants/Lead.

2016 Water Festival

On April 12, over 1,200 fourth graders from Kitsap schools attended the Water Festival at Kitsap County Fairgrounds. The Water Festival, in its 21st year, educates kids on Kitsap’s water resources and measures they can take to help protect and sustain them. At left is a picture of fish prints, gyotaku in Japanese, made by kids at the Festival.

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.