



Fall 2012/Winter 2013

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Regular meetings of the Board of Commissioners are held the first and third Wednesdays of every month at 7:00 p.m.

Public comment is always welcome.

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Using Radio Waves for Reads

*Author: Kevin English
Operations Supervisor*

In an effort to keep up with new and improving technology, Mukilteo Water and Wastewater District is moving forward with the installation of an Automated Meter Reading (AMR) System. Our current meter reading system utilizes “touch read” technology whereby meter readers must physically touch the meter with an electronic wand which transfers the data to a handheld device. This system has reached the end of its useful life and is requiring more costly maintenance to keep it functional.

Once fully implemented, this system will allow meter readers to read meters by simply driving in a close proximity to the meters rather than having to actually stop and touch each one. As the new system will automatically “radio read” the meters, misreads due to operator error will be a thing of the past. This will not only improve efficiency but it will also reduce exposure to traffic hazards, slips, trips and falls thereby reducing the risk of injury

to our meter readers. Another advantage is the ability to read meters in those rare instances when there is snow on the ground rather than having to estimate the reads. The new system will also allow the District to install Recordall® meters at specific sites where the customer may have questions or concerns about their consumption. These meters will record minute to minute data to allow a more thorough analysis of issues pertaining to water consumption. This more efficient system will also free up time for operators to attend to other important tasks and eliminate, or at the very least, delay the need to hire more employees in order to perform our duties amid ever changing rules and regulations pertaining to the water and wastewater industry. As the District has a fiduciary responsibility to our customers to spend their money in the wisest manner possible, we believe this system is a good way to meet that goal.

The District started the meter change-out process in early October 2012 and hopes to have all 5,700 meters changed by the end of 2016.

Online Bill Pay is Coming!

The District’s Board of Commissioners has authorized staff to move forward with making online bill payment options available to our customers. In addition to the doxo paperless billing option (see page 2), customers will be able to go to our website and pay via e-check or credit card. Online Bill Pay will be available by January 1, 2013.

Here are key differences among the electronic payment options:

Available Now; Doxo paperless billing. Free; accepts debit payments only; ability to set up automatic payments.

Available Online and Phone by January 1, 2013:
E-checks - \$1 per transaction. Credit cards - \$1 plus 3% per transaction (example: \$100 payment would have a transaction fee of \$1 plus \$3 = \$4). More information is on our website.

Customers may still mail their payments, place them in our drop box, or come into the office for personal service. We’ll be happy to see you!



Wastewater Treatment Facility Making Headway

*Author: Brianna Sheppard
Laboratory Analyst*

In June 2012, the Big Gulch Wastewater Treatment Facility (WWTF) began construction to upgrade the area of the Facility known as its Headworks. The last major upgrade to this area took place in 1990.

The Headworks is the first area of the treatment facility to receive waste and is designed to screen out undesirable material and grit from wastewater.

Most non-biodegradable material that enters the WWTF is normally screened out and taken to a landfill. This material is not able to be broken down in the biological treatment process and

has the potential to damage equipment as it builds up over time. Also, this material takes up valuable space in the treatment process since it decreases the capacity of the WWTF to treat wastewater.

The Headworks Project will include a new grit removal system as well as a series of tanks known as selectors. The new grit removal system will be able to remove approximately 95% of the grit entering the treatment facility compared to the existing 50%, which will greatly enhance the biological treatment process. The selector tanks are designed to create an environment favorable to the growth of organisms beneficial to the treatment process. This project, engineered by Gray & Osborne, Inc., is the final of three

projects designed to increase the rate at which the facility can adequately treat waste.

Public water conservation efforts of installing low flow plumbing fixtures and appliances decreases the water dilution of the wastewater. This decrease creates a higher strength of waste flowing into the treatment facility. These upgrades are designed to address the issues of the increased waste strength, and ensure the capability of the facility to efficiently handle the increase well into the future. The bid for this final part of the upgrade was awarded to McClure and Sons, Inc. for an estimated cost of \$3.3 million dollars. The project is estimated to be completed by April 2013.

Want to Go Paperless?

*Author: Sue Parks
Finance Manager*

Earlier in 2012 the District contracted with doxo, inc. to provide electronic delivery of customer bills. We have received a positive response to this alternative to mailing bi-monthly bills. Paperless billing allows the District to reduce printing and mailing costs, as well as provide a more environmentally friendly option. Customers can connect their doxo electronic file cabinets to MWWD (and other select companies) to pay directly on doxo with no transaction fee.



All customers who signed up for doxo before October 31, 2012 were automatically entered into a promotion for one of two Kindle Fire e-readers. The folks at doxo will let you know if you're a winner!

Education Corner

Think you know everything there is to know about water? You can't be sure until you Test Your WaterSense!

Tread your way over to the EPA's online interactive quiz at http://www.epa.gov/watersense/test_your_watersense.html.



Approximately 70% of the Earth is covered in water.

How much of that water is fresh water?
(Answer at bottom of page)