

## Announcing NUD's New Low-Income Discount Program

Clean, safe drinking water and reliable wastewater services are essential needs for everyone. Northshore Utility District strives to operate efficiently and keep rates as low and affordable as possible. Unfortunately, with rising costs we all face, we know that some customers with low or fixed incomes have difficulty affording these basic services.

Recognizing the need, the Board of Commissioners has sought measures to provide a lower-cost option for qualifying low-income customers in the form of discounts and rebates.

### How does the low-income discount work?

To provide a fair and equitable program, low-income discounts will be applied to the residential water and sewer base rates only. Base rates are flat charges that support the basic minimum costs of the public system. Usage rates reflect varied individual consumption.

**For the initial year, the following residential discount percentages will be used for qualified low-income customers:**

- ▶ **WATER:** 45% of the base water rate
- ▶ **SEWER:** 50% of the base sewer rate (not including King County's portion of the base rate)

### Who is eligible for the low-income discount?

To be eligible, customers must meet the following conditions:

- ▶ Provide proof of full-time residency at the address receiving utility service.
- ▶ Provide proof they meet the income qualifications: the combined annual income of all adult household members must not exceed **50 percent of the King County Department of Housing and Urban Development (HUD) area median household income (AMI)** for the defined number of persons in the household (see table below).

### How will I receive my discount?

- ▶ **Directly billed eligible customers** served from a single water meter will receive a discounted rate on their bi-monthly bill.
- ▶ **Indirectly billed eligible customers** served from a shared metered connection will receive a rebate check on an annual basis. The amount will be the difference between the full base rate and the discounted rate.

### How do I apply?

July 1, 2019 will mark the kickoff date for the low-income discount program. This allows eligible customers to file their 2019 federal income taxes.

Before the low-income discount program goes into effect, NUD will publish application documents on our website and issue further announcements. 💧

## NUD Low-Income Discount Qualifications:

50% of the King County HUD Area Median Income (AMI) based on household size<sup>1</sup>

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons
\$37,450	\$42,800	\$48,150	\$53,500	\$57,800	\$62,100	\$66,350	\$70,650

<sup>1</sup>(2018 data—2019 data will be published at [www.nud.net](http://www.nud.net) when released)

## NUD Staff Honored for Roadside Rescue



NUD staff Kyle Kellett and Haakon Lande with city of Kenmore mayor, David Baker

Two NUD crew members, Haakon Lande and Kyle Kellett, recently received a special recognition from the city of Kenmore.

During the recent multiple snow storms, the city of Kenmore contracted Northshore Utility District to help provide snowplow services for the City.

While plowing roads on the evening of February 14, 2019, they noticed a Republic Services truck on the side of the road. After stopping to check on the truck, they discovered the driver pinned under the cab. They quickly called 911 and Northshore Fire Department responded immediately to render aid and rescue the driver. Thanks to the attentive and appropriate actions of Haakon and Kyle, the driver recovered and looks forward to returning to work.

Besides our own staff pride, NUD has to recognize the great work performed by all of our first responders and support staff during the historic and difficult winter event—from the city of Kenmore, the Northshore Fire Department, Kenmore Police, and the Northshore Emergency Management Coalition (NEMCo).

The city of Kenmore awarded NUD a Proclamation for our assistance with snow removal. But all of our local service providers, all of our neighbors who helped out one another, deserve recognition and thanks. It takes a community to make it through. 💧

**Northshore  
Utility District  
Board of  
Commissioners**

Don Ellis,  
President

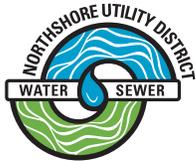
Tom Mortimer,  
Board Secretary

Matt Breysse,  
Commissioner

Bruce Gardiner,  
Commissioner

Trudy Rolla,  
Commissioner

Board of  
Commissioner  
Meetings  
are held at the  
District Office  
on the first and  
third Monday  
of each month  
at 5:30 p.m.  
(except holidays)



**District Office**

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Fax: (425) 398-4430  
[www.nud.net](http://www.nud.net)

**Visit your local  
watershed this spring  
and summer for:**

- ✓ **FREE,**
- ✓ **educational**
- ✓ **family-friendly fun!**

Info about Cedar River  
Watershed Tours,  
including special  
Mother's and Father's  
Day events is at our link  
at [nud.net/water-wise](http://nud.net/water-wise).

# Help to Find and Fix Pesky Home Leaks

Did you know the average household wastes nearly 10,000 gallons of water every year from invisible leaks? Tracking down those sneaky leaks can help save you money on your water bill. It also helps us take good care of our shared water resources.

## Where do leaks commonly hide?

The most common home leaks are from worn toilet flappers, dripping faucets, and other leaking valves. These smaller leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings.

Leaks on your underground service line are less common, but usually harder to address. You may need a plumber's help, but you'll still save in the long run. Little leaks turn into big bills!

## Here are a few tips and best practices to perform your own home water audit:



**Watch for NUD's "potential leak" letters.** When we read the meter data remotely, if the meter has recorded 24 hours of use during the last billing period, and if the leak is active at read time, the meter issues an alert and we send you a notice.



No need to wait for your water bill or a letter. **Use your water meter to check for leaks**, and get "real time" water use info. See how at [www.nud.net/read-meter](http://www.nud.net/read-meter).



**Check toilets regularly with the easy, quick "toilet dye test."** Place a few drops of food coloring (or a free dye strip from NUD) in your toilet tank, then wait about 15 minutes. If any color shows up in the bowl, you have a leak. (Flush right after to prevent dye stain.)



**Use NUD's short video** to walk through all the steps to "Find and Fix Leaks," inside and outside, at [www.nud.net/leaks](http://www.nud.net/leaks).



**Find more videos at [www.savingwater.org](http://www.savingwater.org)** to help guide you through simple DIY leak repairs, like dealing with a drippy faucet or a loose toilet flapper.

Find more indoor and outdoor water-wise tips and resources at [www.savingwater.org](http://www.savingwater.org). And please contact us anytime—we're always happy to answer any questions and walk you through the leak troubleshooting process. 💧



## Making Rates Go Further with New County Investment Fund

King County provides treasury services to Northshore Utility District, cities, and other special districts within the county. As treasurer, they manage short-term pooled investments in a manner that minimizes risk of public funds.

Last year, King County introduced a longer-term, higher-return option for qualifying organizations. In December of 2018, Al Nelson (General Manager) and Steve Hamilton (Finance Director) met King County's Executive Finance Committee (EFC) as part of the eligibility application process. In that meeting, the chairman of the EFC stated that the District "had the exact circumstances [they] were thinking of when implementing this program."

The EFC unanimously voted to allow the District into the program. The District was the third organization approved. We are pleased to have this opportunity to maximize your dollars in your utility. 💧

## Take Advantage of Free Classroom Water Education Programs



Your students can benefit from free water education programs sponsored by NUD and the Saving Water Partnership.

As a partner in the regional water system, NUD has helped support water-wise education in our schools for over 15 years.

Taught by award-winning environmental education group, Nature Vision, the classes inspire learning with hands-on creative science experiences, build connection to our environment from the soil up, and stir a shared desire to help keep our water ecosystem clean and healthy for everyone to enjoy.

For more information on the class curriculum offered and how to bring these great free programs to your schools, please visit [www.nud.net/water-education](http://www.nud.net/water-education). 💧