

Getting to Know You — to Serve You Better



Commissioner
Trudy Rolla

Over the past 65+ years, NUD has grown and changed to meet the needs of the community. NUD was created from water (est. in 1947) and sewer (est. 1955) special purpose districts, long before Bothell and Kirkland thought of expanding, when Kenmore was just an area name. Special purpose districts' facilities grow organically, located by terrain

and land development needs, rather than following a set boundary. As the Kenmore and Kirkland area grew, so did NUD. Serving the community with efficient water and sewer service is the driving force behind all NUD does, but it does more. NUD provides education and community service in many ways:



Terrarium Demos at Music in the Park

- **Kenmore Music in the Park** — NUD presented a hands-on water cycle lesson as children created mini-terrariums at this July festival.
- **Kirkland SummerFest Touch-A-Truck** — With more than 4,000 overall attendees, NUD attracted great crowds with our kid-popular Vector

truck tours. Over 1000 children's plastic hard hats were distributed.

- **Savvy Gardener** — NUD hosts these frequent classes offering gardeners practical advice in creating healthy sustainable landscapes and gardens.
- **Nature Vision** — Last year, 1,165 students benefitted from classes taught by experienced naturalists to "help students explore the fascinating world of water."



SummerFest Vector Truck Tours

These classes are offered at no cost through our sponsorship, in partnership with Seattle Public Utilities and Woodinville Water District.

- **Woodmoor project** — Together with Woodinville Water and other local organizations, NUD helped create

an outdoor learning space for teachers and students at Woodmoor Elementary last summer.

- **Evergreen Hospital Health and Safety Fair** — NUD staff educated attendees on water quality testing standards and the benefits of tap water, along with ways to locate leaks and increase their water efficiency.
- **Northshore Fire District Open House and Safety Fair** To increase community emergency preparedness, we provided information on storing drinking water, as well as how to shut off the water meter in an emergency.

In addition to talking to people in the community, NUD uses other ways to get to know you:

- Census 2010 and the American Community Survey provide demographic information.
- We surveyed the customers we served directly last year on reliability, responsiveness and their experience with our staff. Of those who responded, over 90% rated NUD's water and sewer service as "good" or "excellent."
- We received a great response to our Emergency Contact Program which collected email addresses to be used in case of emergency.
- Your comments – email, phone, in person – are noted and scrutinized for where we can do better.

Continued from the Front...

Because the District was established to meet ratepayer needs, it has had a close relationship with the community. NUD “keeps in touch” with the community to identify and meet current and future needs. In the past, the needs seemed simple – provide clean water and remove sewage. Now, with continual changes in the community and demands on the aging system, NUD wants to find out what the ratepayers expect from us. In the future, NUD will continue community outreach. We also will be doing more surveys – your cooperation is very much appreciated. And, as always, you are welcome to attend the Board Meetings and let us know how we can serve you better. 💧

Lights Out?

With daylight being scarce, proper street lighting is important for your convenience and safety. Please take time to report burned-out or malfunctioning streetlights.



IntoLight (a subsidiary of Puget Sound Energy) maintains most streetlights in the District. Each light standard has an identifying pole number at eye-level or slightly higher. To report a streetlight outage, please call 1-877-229-1235, or select the tab “light’s out?” at www.intolight.com. If you do not know the pole number, you can provide the intersection or street address. 💧

2014 Ratepayer Satisfaction Survey

NUD recently released a survey to a percentage of ratepayers with whom we have had direct contact this past year. Although the responses have been overwhelmingly positive, we are taking every comment seriously in an effort to constantly improve our service.

We want to hear from you!

If you would like to share your feedback on what we can do better, please visit our website at www.nud.net to find the survey link. It only takes about five minutes to complete. We also welcome your comments at any time via phone or email.

Thank you for helping us serve you better! 💧

Savvy Gardening for Spring

Good news: you don’t actually have to rake your leaves! Turn them into mulch instead. This is just one of many helpful tips for easy sustainable gardening offered through *The Savvy Gardener*.

Even better news: NUD will be hosting **FREE** classes this spring at our location. Learn how to create landscapes and gardens that sustain their beauty, the environment AND your water bill throughout the seasons.

Tentative class schedule is as follows, all held **from 6:30-8pm:**

- **Tuesday, 3/25/14** — *From Lawn to Lunch: Intro to Small Space Gardening* with instructor Stacy Brewer
- **Tuesday, 4/29/14** — *100 Best Trees & Shrubs for NW* with instructor Janine Anderson
- **Tuesday, 5/20/14** — *The Best Southern Hemisphere Plants for NW Gardens* with instructor Janine Anderson

Secure your spot early! Registration numbers determine which classes we can hold, and we want to provide this service to as many people as we can.



Photo © Margaret Gilmour

If interested, contact Jessica Guthrie by phone at (425) 398-4400 x113, or by email at jguthrie@nud.net.

In the meantime, visit savingwater.org for videos on how to use that leaf mulch. 💧

Northshore
Utility District
Board of
Commissioners:

Bruce Gardiner
President

Margaret Wiggins
Board Secretary

Don Ellis
Commissioner

Trudy Rolla
Commissioner

Robert Peterson
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)



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