

Emergency Water Supply Update

No matter how well designed, built or maintained our water distribution system is, recent disasters such as the earthquakes in Japan indicate that we most likely will experience some damage to our water system during a large earthquake. The District has established emergency plans to distribute water to our customers after a disaster, however, the more prepared our customers are, the quicker we will be able to restore normal services.

Five years ago Northshore Utility District purchased and distributed cases of "Emergency Rain" bottled water to assist customers in preparing for disasters. The water that we distributed was guaranteed for a shelf life of five years. We have now reached the end of the manufacturer's guarantee for our Emergency Water.

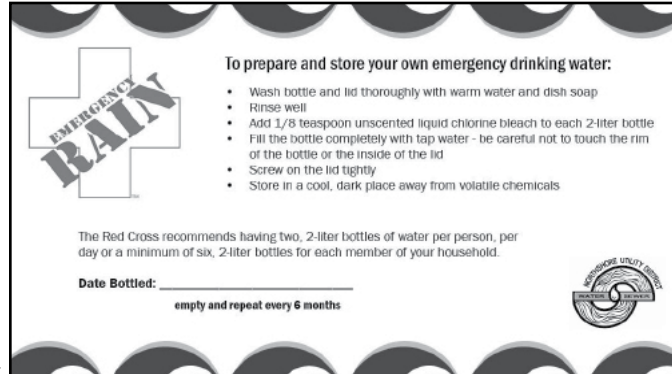
Last October, the District submitted a sample of the

Emergency Rain water to the lab for testing. The tests indicated that despite being over the manufacturer's guarantee date, there were no harmful substances in the water. Our samples were taken from bottles stored at the District's headquarters in less

than ideal storage conditions. Although the tests indicate no harmful substances, the District does recommend that anyone who still has Emergency Rain bottled water, empty the containers and bottle their own emergency water.

To assist you in preparing and storing emergency drinking

water, the District has printed labels with instructions on how to clean and reuse plastic soda bottles for emergency water storage. The labels will be mailed out to all customers that picked up Emergency Rain water from us 5 years ago. They will also be available at our office in Kenmore. To find instructions online, please visit our website at www.nud.net.



Charity Campaign Update

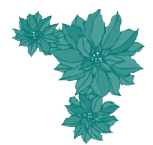
As you may be aware, Northshore Utility District has partnered with Hopelink of King County to assist your friends and neighbors within the District that are having difficulty paying their utility bills. Launched in September of this year, many of you have already donated to the "Share-a-Drop" program, which has exceeded internal expectations.

With the holiday season fast approaching and the local economy still struggling, there remains a tremendous need within the District. Please continue to look for the donation coupon enclosed with your bill statement and consider a donation to the "Share-a-Drop" program today. Donations made will directly support only residents within the District. They may also be 100% tax deductible. Thank you for your generosity!

If you are facing utility service termination for non-payment, please consider contacting Hopelink at (425) 889-7880. Each request is considered on a case-by-case basis.



*All of Us at Northshore Utility District Would Like to Wish
You and Your Family a Safe, Healthy and Happy Holiday Season!*



Appearances Do Matter - Be Safety Aware

Occasionally, we receive reports of strangers impersonating District field employees. For your safety and to avoid confusion, we want to tell you about our field workers.

If our employees come to your neighborhood, a white District vehicle with our logo on it will be parked nearby. All of our field employees are required to carry employee ID cards. They will be in full uniform of dark navy blue shirts/jackets or bright orange safety T-shirts/jackets and blue jeans. All uniforms have our logo over the left breast pocket area. They will also be wearing logo caps or hard hats. When our field workers come to your door, please feel free to ask to see their employee ID card.

We rely on you, our neighbors, to report any suspicious activities. Our 24-hour phone number is (425) 398-4400. Your cooperation is greatly appreciated! ♦



District Staff in Uniform



Standard NUD Employee I.D.

Plan Ahead - Winterize NOW!

Don't let winter weather catch you unprepared. Prevent the expense and inconvenience of frozen pipes by taking a few simple steps now.

Insulate Exposed Pipes and Faucets

Outdoor faucets and pipes, and pipes in unheated garages and crawl spaces are the most vulnerable in freezing weather. Hardware stores have good insulation materials available that will protect pipes from freezing.

Locate Your Main Shut-Off Valve

Don't wait for an emergency. Find your main shut-off valve now and test it! If a pipe breaks, you can stop excessive water loss and flooding by turning off your main shut-off valve. It is commonly located in the basement, garage, or outdoors by the foundation, often near the front faucet. Test the valve by turning the handle to be sure it's working properly and identify it with a tag. If a main shut-off valve does not exist, you might consider having one installed by a plumber.

Disconnect and Drain Outdoor Hoses

Detaching the hose could keep your hose bibs and pipes from freezing. Also, insulators that go over your hose bib will prevent freezing during long cold spells. They can be

purchased at any hardware store.

Winterize Your Vacant House

If you plan on leaving your house for several days, take some extra steps to protect pipes from freezing. Turn off the main shut-off valve and contact your gas or electric utilities to see if you should turn off the electricity or gas to the water heater. If the house is going to be vacant for an extended length of time, the water heater should also be drained.

It is also a good idea to flush toilets once (to drain the tank but not the bowl), open indoor and outdoor faucets to drain pipes, and to leave your heat on at a minimum temperature setting.

If Your Pipes Do Freeze or Break

Immediately close the main shut-off valve to stop excessive flooding.

Thaw frozen pipes and faucets by wrapping them with rags and pouring hot water over the rags until the water is flowing again.

After thawing, remove the wet rags and wrap the pipes with dry insulation to prevent refreezing.

Never use an open flame or electric device to thaw a frozen pipe - this could cause a fire or electric shock. Any pipe broken during the freeze may start leaking after thawing. ♦

Northshore
Utility District
Board of
Commissioners:

Don Ellis
Commissioner

Bruce Gardiner
Commissioner

Robert Peterson
Secretary

Trudy Rolla
President

Margaret Wiggins
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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