

NUD Customers Received Over \$49,000 in Rebates

In 2008, 566 of our customers took advantage of the various incentive programs offered by the District and received \$49,750 in rebates. In addition, many also took advantage of the free low-flow showerhead exchange available from the District.

These rebates and water saving devices are offered to our customers through the Regional 1% Water Conservation Program. The District takes part in the program as a wholesale customer of Seattle Public Utilities. These rebates and free water saving devices are provided by Seattle Public Utilities. The District pays for them as part of the wholesale supply contract.

There are a total of four programs for which our customers are eligible:

- WashWise High Efficiency Clothes Washer Program – Depending on the washer you purchase, rebates can range from \$50 to \$100.
- Multi-family Toilet Replacement Program – This \$80 rebate is for



replacing an older toilet with a new water-efficient toilet. New toilets use 1.6 gallons per flush (GPF) while the older toilets use between 2.5 and 5 GPF.



- Water Efficient Irrigation Improvement Program (residential and commercial) – There are rebates for upgrades made to existing systems (\$100-\$450), new systems (\$50) and commercial rebates for both new and old systems.
- Commercial, Industrial, and Institutional Efficiency Program (Water Smart Technology and Commercial Pre-Rinse Spray Heads) – These rebates have many categories, from toilets to medical equipment, ranging from \$80 to a maximum of 50% of the project cost.

We hope these programs will encourage all of our customers to take advantage of the great water saving products that are available to help conserve water and cut down on water bills. For a complete listing of all rebates available, go to: www.savingwater.org/rebates.htm. ♦

Online Account Look-up - What's Next?

You can now access your account on-line at <https://customers.nud.net>. With online access, you can pay your utility bill via credit card, review your current and previous statements, see account transaction history, and your meter usage history.

You will soon be able to sign-up for e-mail notifications for account activity, payment reminders, and when your new statement is ready for review. Please visit our website often for updates.

To access your account, we need to have your e-mail address on file for each account that you have with the District. Once we have the e-mail address tied to your account, you can then register with the website. Please call the office and give us the e-mail address that you would like associated with your utility billing account(s). If you have any questions, please call the Finance Department at (425)398-4402. ♦



FOG - What Is It?

There's something in the sewers... silently growing, building up, choking the pipes, waiting to cause an overflow of sewage into a street or a yard or even your home. It is grease! Common cooking grease, washed into the sewer system from restaurants, cafeterias, and even your home. Left unchecked, it will build up in the sewer pipes, causing problems for the District and our customers.

The District does not wait for the grease to build up. Our FOG Program helps us prevent grease blockages and overflows.

What is FOG? FOG is short for fats, oils and grease. FOG is found in lots of foods such as meats, sauces, salad dressings, foods cooked in deep fat fryers, cookies, pastries, cheese, butter and many more.



The District's FOG Program is two-fold. First, the FOG Program aims to keep grease out of the sewers as much as possible by inspecting the restaurants' grease interceptors yearly. Secondly, we routinely inspect and clean the sewer pipes to remove grease accumulation before it can cause an overflow. Homeowners should be aware that they too

can be a major source of grease in sewers and should take steps to eliminate grease from their wastewater. The easiest thing that you can do to keep grease out of the sewer system is:

- Never pour grease down the sink or into the toilet. Let the grease cool and solidify, then place it in the garbage can for disposal.
- Do not put food scraps down the garbage disposal. These units only shred solid material into smaller pieces and do not prevent grease from going down the drain.
- Use a strainer in the sink to catch food scraps and other solids.
- Wipe heavy oil or grease out of dishes with paper towels before washing in the sink. Throw the used paper towels in the garbage.



These simple steps can help prevent pipe blockages and sewer overflows. Sewer backups can be a health hazard, cause damage to homes, and threaten the environment. Remember, prevention is the key. Keep your pipes and drains "fat-free".

Detecting Leaks In Your Water System

Did you know that you can check for leaks at your residence? Here's how.

- Turn off every water-using item in the house and outside.
- Locate your water meter, usually located out by the street, near the property line.
- Check the meter, watch it for one minute or more. If the red dial or flow indicator moves continuously, even at a slow rate, you have a leak.



- Go back out to the meter, if it continues to spin you have a leak between the meter and the building. If the meter has stopped spinning you have a leak inside your home.
- To confirm, you may also check the meter reading (numbers) at a set time, and then come back an hour later, to make sure no water has been used. If the reading is higher, there is a leak.

Locating the Leak

- Make sure no water is being used. Find and shut off the main valve for your home or building - usually located in the garage or where the water pipe enters the building.

Please note that the District's responsibility ends at the meter. If you do have a leak, please make necessary repairs as soon as possible. Our *Leak Adjustment Program* requires repairs to be made within 30 days.

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Utility District
Board of
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Board of
Commissioner
Meetings
are held at the
District Office the
first and third
Monday of each
month at 5:30 p.m.



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