

“Thank You for the Opportunity to Serve”

The strength of an organization is often reflected in its stability of leadership, consistent management and the ability to remain dynamic in the face of change. Although it is often argued that these are conflicting characteristics, the Northshore Utility District reflects all of these characteristics well.

For over a decade I, together with the same four other commissioners, have guided Northshore Utility District through a number of significant changes: the consolidation of two district offices into a new headquarters facility; the incorporation of the City of Kenmore; and the unionization of the District’s workforce to name but a few. Yet, throughout these changes, our primary goal and commitment to improving services have never wavered. The District has and will continue to maintain some of the lowest water and sewer rates in our region.

Northshore Utility District has done this by constantly challenging conventional wisdom - looking for solutions where others would see roadblocks. Northshore Utility District took the lead in consolidating fleet operation services with other local jurisdictions. The District provides fleet services to the Northshore Fire District, the City of Kenmore, and the City of Lake Forest Park, by maintaining everything from police cars



to fire engines. The District has also taken the lead in developing a new regional drinking water source with other utilities. The District Headquarters is most likely the most used facility by the general public; it acts as regional training center and community meeting space for State, County and local agencies.

While the District will continue to work on the development and delivery of reliable and affordable water supply, it will also seek to find cooperative opportunities to improve efficiencies through conservation, water reuse and cooperative efforts with other service providers.

As I depart the Board, I will leave the community with this - I am very proud to have been given the opportunity to serve with the very fine board and staff of the Northshore Utility District.

The organizational structures I helped to put in place are stronger than any individual leadership changes which may occur. You should rest assured that you will receive high quality water and sewer services for decades to come. It has been my pleasure serving you.

Kinnon W. Williams

Kinnon W. Williams

Meet the Newly Elected Commissioner



NUD’s newly-elected commissioner, taking Kinnon Williams’ place on the Board, comes from the San Francisco area. Robert Peterson joined the Fire Department in Corte Madera, California, in 1972. In 1983, he moved to the Renton area where he became the Fire Chief of King County Fire District No. 40. He then returned to California as the Deputy Fire Chief of the City of Santa

Rosa where he started his family with his wife, Thea. In 1995, Robert retired from Santa Rosa Fire Department and returned to Washington to become the Deputy Chief of the Northshore Fire Department. Within five years, he became the Fire Chief

of Northshore Fire Department until his retirement in 2005.

Robert has two daughters, both of which have attended Moorlands Elementary, Northshore Junior High and Inglemoor High school. His wife, Thea, is well known in the schools for having contributed to their art programs, particularly at Moorlands.

Robert has been active in the community participating as a soccer coach, FCA team representative, basketball coach and formerly as a member of Rotary in both Lake Forest Park and Northshore.

NUD is looking forward to having Robert serve on our Board and adding his public service experience to the District. ♣

Safety Awareness

In Fall of last year, the District received a call from a Kenmore resident notifying us that at 7:30 p.m. her daughter heard a knock on the door, she did not open the door but looked through a window and saw a man in an orange coat. When she spoke with him, he said that he was with Northshore Utility District and needed to speak with her parents. She told him that her parents were not available. She was further concerned when she did not see a work truck in the front of her house. The man hung around outside for a few minutes and then left.

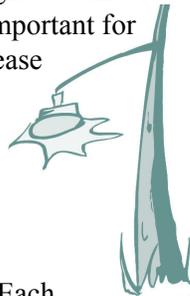
For your safety and to avoid confusion, we want to tell you a little about our field workers. If our employees come to your neighborhood, a white District vehicle with our logo on it will be parked nearby. All of our field employees are required to carry employee ID cards. They will be in full uniform 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 hardhats. 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! ♦



Street Lighting

As the season changes and daylight becomes scarce, proper street lighting is important for your convenience and safety. Please take time to notice and report burned-out or malfunctioning streetlights.



Into Light (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 malfunctioning streetlight, please call 1-877-229-1235. If you do not know the pole number, a street address will help. ♦

CO Poisoning

Each year in America, unintentional carbon monoxide (CO) poisoning claims more than 500 lives and sends another 15,000 people to hospital emergency rooms for treatment.

Carbon monoxide is an odorless, colorless and toxic gas. Because it is impossible to see, taste or smell, CO can kill before you are aware of its presence in your home. There are simple steps you can take to protect yourself from deadly carbon monoxide fumes. Visit the United States Fire Administration web site at www.usfa.dhs.gov/safety/co for safety tips. Carbon monoxide detectors are available at local department and hardware stores. ♦

Questions & Answers

Q: In response to a customer's question on a recent FLOW article, "Postage Saving," that talked about how the District has saved over \$1,000 in postage fees, a ratepayer asks: "So why do you include a payment envelope for customers who pay by bank transfer. Are envelopes free?"

A: NUD has five billing cycles that are rotated every two months. We have no way of knowing whether a customer will pay with bank transfer one month and mail in a check the next. We include the return envelope with every bill, for convenience to our customers. This extra insert in the bill does not increase the postage rate. It actually costs more in labor to stop the bill insert machine to extract the return envelope from selected billings. Many customers come into the District office to pay their bill in person and leave their return envelope for us to reuse in the next billing cycle.

If you have any questions that you would like to have answered, please send them to kboswell@nud.net. We will do our best to address and answer any concerns that you may have. ♦

Northshore
Utility District
Board of
Commissioners:

Trudy Rolla
President

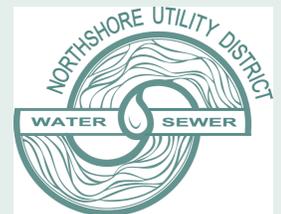
Margaret Wiggins
Secretary

Don Ellis
Commissioner

Bruce Gardiner
Commissioner

Robert Peterson
Commissioner

Board of
Commissioner
Meetings
are held at the
District Office the
first and third
Monday of each
month at 6 p.m.



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