

Who Will Fix That Broken Pipe Outside Your House?

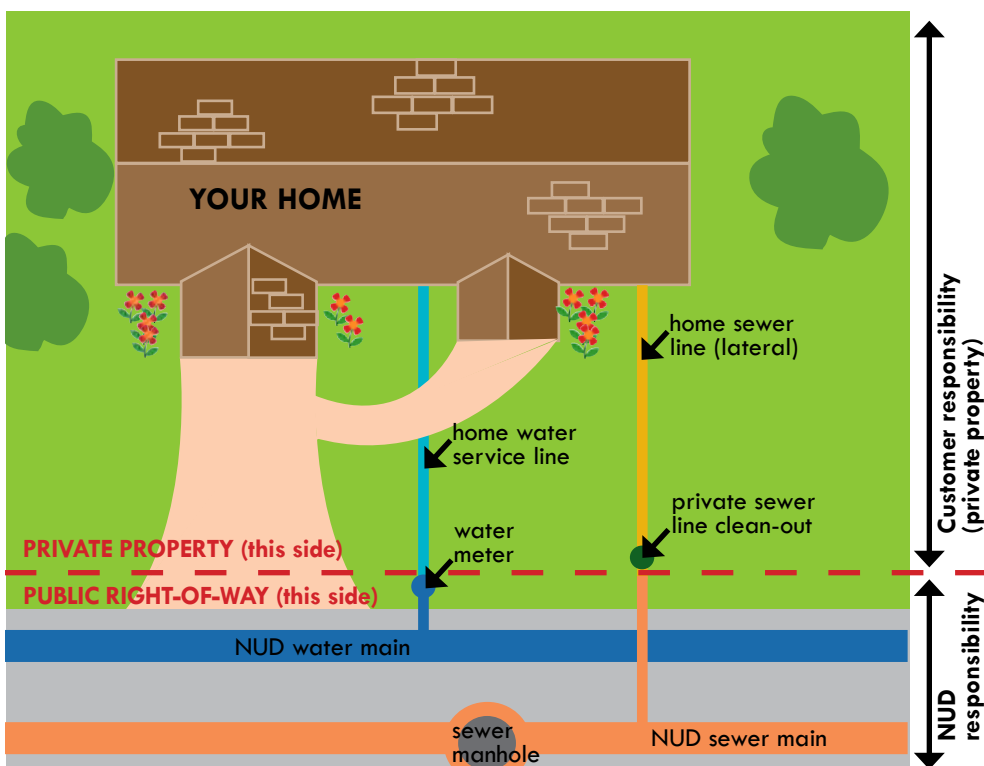
Water is bubbling out of the ground along the water line outside your house. **Will the District take care of it?** That depends.

WATER ISSUES

If the broken pipe is **between the water meter and the street, the District will fix it** because it is a part of the public water supply system.

marking to denote where the public sewage system ends and where the private sewer system begins.

Basically, **your property line is still the dividing point.** The District's responsibility for sewer mains and sewer service lines (also called laterals) includes all piping and facilities located within the public right-of-way.



If it breaks **between the water meter and your house, you are responsible** for repairs. The meter marks the division of public vs. private water systems — anything beyond the meter, including outside and inside piping, fixtures, and appliances, is private.

SEWER ISSUES

Sewer system responsibility is a little more complicated. The sewage collection system is typically buried deeper and there is often no obvious

"EASEMENT" EXCEPTION

But some public sewers are located on portions of private properties, called easements, because sewer systems rely upon gravity and must follow the lay of the land or topography. This requires many public sewers to be located within and through some private properties. If an issue occurs in the sewer line within an easement, the delineation of responsibility extends up to 5 feet from the District-owned sewer line or stub located within a District-acquired easement.

About Your Service:

New feature! Tips & advice to help you get the most from the services you invest in

CONTACT US FIRST!

Determining maintenance responsibility for these cases can often be confusing. For this reason, we urge you to contact us first for outside water or sewer emergencies. **We can be reached 24 hours a day at (425) 398-4400.** However, it is best to contact us during normal business hours when we have more resources readily available.

PERKS OF BEING A NUD CUSTOMER

Did you know that many surrounding public sewer utilities **ONLY** maintain the sewer mains in the street? This means responsibility for the entire sewer lateral — including the portion from the right of way to the sewer main — falls on the property owner! If an issue occurs in the right-of-way, the property owner shoulders repair costs — as much as \$30,000 if the street must be dug up!

But relax, this will not happen to you, a Northshore Utility District customer! THIS sewer utility accepts maintenance responsibility for ALL sewer pipes in the public right-of-way.

Service tip:

To minimize the risk of sewer blockages and backups:

- ▶ **Avoid putting grease or kitchen waste down the drain,** even if you have run it through an in-sink aerator.
- ▶ **Scrape and wipe** plates first. **Collect oil and grease in a jar** and place in the garbage—or compost it!
- ▶ **NEVER flush disposable wipes** down the toilet! These clump up fast! Sewers only like toilet paper.

Visit www.nud.net for more water and sewer "health" tips.

**Northshore
Utility District
Board of
Commissioners**

Margaret Wiggins,
President

Trudy Rolla,
Board Secretary

Don Ellis,
Commissioner

Bruce Gardiner,
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)



District Office

P.O. Box 82489
6830 NE 185th St.
Kenmore, WA 98028

Ph: (425) 398-4400
Fax: (425) 398-4430
www.nud.net

**For more info
on the articles
featured in this
issue, visit
www.nud.net.**



Chip Davidson and Russ MacInnes

Gratefully remembering their dedication and service to our NUD family

This last month, we lost two longtime members of our NUD family. We would be remiss if we didn't honor the service these two men gave to our District, not just to the organization but to every ratepayer represented.



Clifford "Chip" W. Davidson gave 25 years of service and commitment to Northshore Utility customers as a member of the Board of Commissioners from 1969 to 1994. His leadership was instru-

mental as Northshore expanded from a small special purpose water utility to now serving over 65,000 people. A community champion, he generously spent his life serving many local organizations. We are grateful for the years he gave to make the District better.



Russell MacInnes served the District as a Senior Utility Worker for 21 years before he was diag-

gnosed with ALS in 2013. He gave a courageous fight, but in a profoundly short two years the effects of the ALS took over. Russ deeply loved his family and gave his work all he had. He brought to life a rare and infectious enthusiasm. We will all greatly miss his kindness, love for people, contagious laugh, and joy for life.

Planting This Spring?

The "right plants" planted right can limit water and care needs

The Saving Water Partnership (savingwater.org) has a few tips on how to plan and plant for success:

- ▶ **Know your garden and soil conditions.** Look at your soil texture, how well it retains moisture and drains, it's sun and shade patterns, which plants are thriving, and where your "problem" areas are.
- ▶ **Choose the right plants for your site.** With knowledge of soil conditions, check with your local

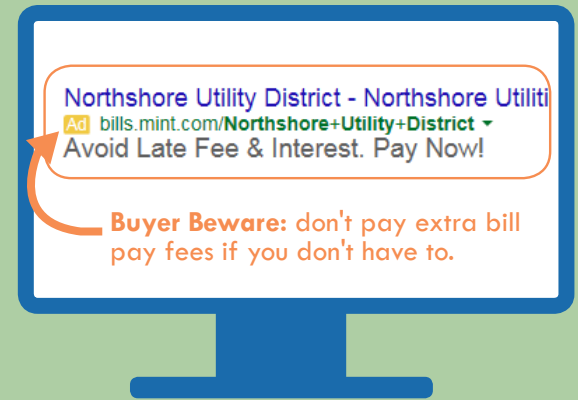


Savings tip:

Don't Pay Extra for Bill Pay Services!

It's FREE* to pay your bill at
www.nud.net

Our online bill payment service is 100% FREE*. But some customers searching "Northshore Utility District Pay Bill" or similar terms have reported being led to the following results:



This screen shot shows a common practice, to link searches to a commercial site—in this case, mint.com, a legitimate bill pay service site.

But mint.com and other sites like it charge a fee to help process your payment. **Paying your bill at www.nud.net is ALWAYS FREE.***

To avoid misleading advertisements, **go directly to www.nud.net and select the button "PAY A BILL".**

Contact us anytime if you have questions at (425) 398-4400 or billing@nud.net.

*Amounts over \$500 are assessed a 3% credit card transaction fee.



Check out our website for more outdoor water conservation tips—
www.nud.net!

nursery for available plants and combination ideas. Group plants with the same needs together.

- ▶ **Protect plants with mulch.** 2-3 inches of grass clippings, compost, leaves or woodchips helps keep in moisture, provide nutrients and prevent weeds.
- ▶ **Water until established.** Plants take one to three years to establish roots. But once the "right plants" are established, enjoy the low-maintenance!