

How Does NUD Serve You Better?



Commissioner
Trudy Rolla

Have you heard the phrase “good enough for government work”? Well, you won’t hear that at NUD. All of our employees are always working to give you high quality customer service,

at work in rain or shine, light or dark. Recently, our crews have been working to raise manholes in support of the repaving project along 68th Avenue NE by the city of Kenmore. You might also see them working out at sewer lift stations, reservoirs, and other parts of the system that need regular maintenance to keep everything running smoothly.

Something you can’t see is our new “radio read” meters. These meters take about 90% less time to read than the old kind—a huge savings! These meters also let us alert you sooner when you may have a leak.

You may also not know the level of training that is required to work on our water and sewer crews. Collectively, our Operations staff holds between 150 to 200 licenses and certifications, from Commercial Driver’s License to Water Distribution Manager Certificate.

Some consider “continual improvement” as simply management jargon. But at NUD, it is an underlying value. We are fortunate to have a resourceful and driven staff who help NUD keep our service standards high while still keeping your costs low. Hopefully you never have a catastrophe, but even for everyday contact with NUD, you should have a satisfactory, if not pleasant, experience.

As always, the Board of Commissioners and NUD management staff are interested in your opinion and experience. You can contact us through the website at www.nud.net.

in visible and sometimes invisible ways. Here are some examples from two of our departments—IT and Operations. (“Part 2” will help you get to know the other branches that make up our team).

IT—Efficiency and Security

Our IT Department provides the support structure for the many improvements in NUD’s services. We are fortunate to have an extremely creative IT staff to develop the various applications currently in use. Our IT Director has been invited to speak at the national “Cyber Defense Summit” in Washington, D.C. (see back page article).

Our updated website allows us to communicate better with you (and you with us), especially during emergencies. During the recent region-wide power outage, we were able to alert customers on the website of our phone system failure. We are always looking to improve this communication tool—please leave us feedback anytime!

OPERATIONS—NUD Forces in Action

These are the white trucks running out to meet emergencies, the crews hard

Storm Season Safety

Our recent storm event reminded all of us how important it is to be prepared.

Here are our top tips to weathering the storm season safely:

- 1. Have your emergency kit ready.**
Essentials: at least three days of food and water for each family member, a first aid kit, and battery-powered flashlight.
- 2. Use flashlights,** not candles or oil lamps to avoid fire hazards.
- 3. Report power outages or damaged power lines** as soon as they occur. Avoid walking near or driving over downed power lines.
- 4. Never use a generator inside your home or an enclosed space.** Deadly levels of carbon monoxide can quickly build up and linger even after the generator has shut off.
- 5. Discard perishable food** if fridge has been out of power for more than four hours. Freezer items are safe for 48 hours if freezer is full and unopened—24 hours if half full.
- 6. Know your neighbors.** When first responders are in short supply, you may be the ones to help each other.

Find more fall and winter safety tips at www.nud.net. Please stay safe!



Emergencies come without warning, so always keep your supplies ready!



Customer note after a recent service call:



“I was impressed with the exceptional response and customer service provided by the first responder early this morning for the emergency by my home as well as by the crew thereafter. There are so many negatives reported about public agencies that I wanted to let you know that I can tell that those who responded are “well-schooled” in dealing with the public and that I am grateful.”



Want to share feedback on your recent experience with us?

Fill out our quick customer experience survey at www.nud.net and be entered to **win a 4-person emergency preparedness kit.**

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

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Help us improve your service—fill out our 3-5 min customer experience survey.

All entries will be entered to win a 4-person emergency preparedness kit.



Northshore News

Celebrating Our Team's Success!

Helping Lead the Way in Electronic Security

Our IT Director, Steve Schommer, has been selected as one of the speakers at the 2015 FireEye Cyber Defense Summit held in Washington, D.C. This national summit by industry leader FireEye covers cyber security innovations and provides insider lessons from experts on the front lines of cyber defense.

Steve will share stories about the District's struggles to strengthen its cyber security. The 2001 Patriot Act classified water utilities among first responders. With that change came greater responsibility to ensure a secure electronic environment. The District's security model now includes multi-layered defenses from entry to endpoint, threat detection processes, and mitigations. Steve will discuss best practices we've implemented to keep our utility safe from cyber attacks, along with the challenges we have had to overcome.

Steve and the work by his staff were also in the State Tech magazine in 2011. We appreciate all the efforts of our IT staff to keep our system—and your information—secured.



How important is it to ensure our electronic safety? A 2012 cyber attack on the City of Burlington stole \$400,000 from the city's account, along with resident and employee financial data.

Keeping Sewers Clean More Creatively

NUD Operations staff Willie Anderson and Nate Morgan won first place for Best Innovative Tool at the 48th Annual Sewer Maintenance School held this last May in Spokane.

Willie and Nate created an attachment to a sewer camera that allows an operator to precisely direct a sewer cleaning tool down a side sewer (lateral) line from the sewer main.

Side sewer clogs are normally flushed through a home's sewer cleanouts. But if the cleanout is inaccessible, precise flushing from the main was previously very difficult. Their new tool solves this problem!



Congratulations Nate and Willie! The new tool is ready for its inaugural sewer challenge!

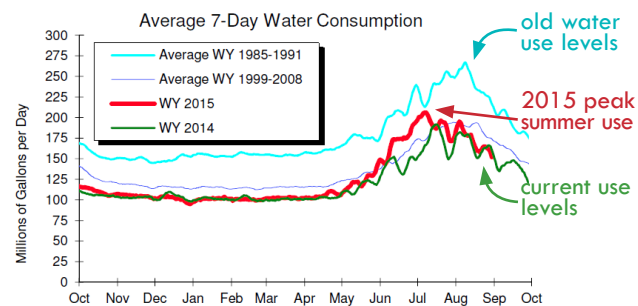
Water Supply Update

Some good news: Following the voluntary changes begun on August 11th, our region met its 10% water use reduction goal. After June and July spikes, water use levels are now about equal to last year's (see SPU chart at right).

Where we stand now: Because of our record-breaking hot and dry summer, reservoir levels are still below normal. SPU (our water provider) is continuing the Voluntary Stage of the Water Shortage Contingency Plan.

We request customers continue to use water carefully to make sure supplies will suffice for people and fish until fall rains are in full force.

We will keep giving updates on the supply situation as we know more. Get link to current SPU water supply outlook on our website—www.nud.net.



Some key ways to watch water use:



Limit watering to two times per week. Let lawn go dormant.



Check for indoor/outdoor leaks and fix as soon as possible.



Wash only full loads of clothes and dishes.

Find full tip list and resources on fixing leaks at savingwater.org.