



Rates Increasing to Keep Up with Rising Costs

The decision to raise rates is an issue every responsible utility must face to ensure the safe and reliable delivery of services. Like all businesses, NUD has experienced increases to its operating costs. King County has also increased wholesale sewer treatment costs and Seattle Public Utilities have increased wholesale water costs to the District.

Due to these rising costs, the Board of Commissioners authorized increasing water rates by 9%, which is the first water rate increase since 2017. For sewer rates where the District has only applied King County pass-through costs for sewer customers since 2015, rates will increase by 9.5%. This decision came after a public hearing held on May 1, 2023 which included much discussion and an in-depth look into the revenue requirements to continue to provide safe and reliable services to all ratepayers.

Notices were mailed to customers and updated rates will be applied to utility bills sent after May 31, 2023. The impact from these increases to the average single-family home is \$1.75/month for water and \$5.78/month for sewer.

The District has maintained a long-term focus to continually invest in its infrastructure. This approach reduces the erratic high cost associated with being reactive to infrastructure needs. NUD continues to make investments and improve efficiency to keep water and sewer services affordable for our customers.

For more information, please visit nud.net/customers/rate-information.

Congratulations to NUD 2022 All Star Recipients



At NUD, we are honored to serve our customers and proud of the work we do for the community. We strive to maintain a culture of excellence, and we recognize employees for going the extra mile. The following employees recently received All Star Awards for deeds, conduct or work performance, above and beyond the expectations of the respective position, toward the betterment of the District.

Thank you for all that you do for NUD and for our customers!



Anna Zhu, Stephen Dennehy, Mike Vermeulen, Marlon Deppen, Amanda Campbell, Nick Millerup



Tom Bagley, Trent Vanhulle, Ethan Maiefski, Jamie Lamb

Service Highlight: Meet the Maintenance and Operations Leadership Team

Keeping operations running smoothly at NUD means making sure water mains, sewer mains, fire hydrants, lift stations, and storage tanks are all functioning properly. It's up to the Maintenance and Operations Team to perform all maintenance of NUD's infrastructure and operate the water and wastewater systems. With over 283 miles of water mains, 261 miles of sewer mains, and more than 2,853 fire hydrants, that's no small task.

Overseeing this work is the Maintenance & Operations (M&O) Leadership Team:

Ethan Maiefski has been with the District for 23 years. He started his career as a seasonal employee, has been promoted through every position in M&O, and became the M&O Director in 2017. He excels as a personnel manager and invests in his team, providing professional development opportunities and mentorship as well as technical expertise of the industry.

Tom Bagley, Utility Superintendent, has been with the District for 7 years. Tom is passionate about customer service and goes above and beyond to ensure that customers feel that they are heard. He supervises two utility supervisors and the safety/water quality responsibilities for the District.

Utility Supervisors **Jamie Lamb** and **Trent Vanhulle** are unique in their cross training and manage all of the sub-crews within operations. Both have been dedicated to NUD for many years: Jamie has worked for the District for 28 years and Trent has worked for the District for 15 years. They are dual-certified in water and wastewater operations, which is uncommon industry-wide. Jamie and Trent collaborate and support the organization through managing the day-to-day distribution of work among the crews and addressing emergencies as they arise.

The M&O Team monitors water quality every day around the clock, and is able to respond to emergencies and help customers 24/7, 365 days a year. On top of that, they are able to repair or replace damaged fire hydrants within 24 hours once notified, including weekends and holidays.

Thank you to the M&O Team for keeping operations running smoothly day in and day out, making sure hydrants are ready in case of fire, and ensuring our customers always have safe, clean drinking water and reliable sewer service.

NUD's "Building A" Undergoing Remodel

The main administrative building for NUD operations, Building A, is undergoing a remodel. The building is over 25 years old and is in need of seismic improvements, security improvements, and reconfigured space. When completed, the building will have a new lobby and meeting room directly off the lobby, a revised office layout due to space needs, new paint and flooring, and a new roof. The project is funded through water and sewer rates with some federal funding for the seismic improvements.

NUD is working to minimize impacts to our customers during the remodel. While the remodel is underway, customers can park at the west end of the building and walk to the middle of the building along the south side where NUD will be taking payments and permitting inquiries in the Northshore Room. The project is expected to be completed at the end of 2023 or early 2024.



Northshore Utility District Board of Commissioners

Suzanne Greathouse,
Board President

Trudy Rolla,
Board Secretary

Matt Breysse,
Commissioner

Tom Mortimer,
Commissioner

Bruce Gardiner,
Commissioner

Board of
Commissioner
meetings are
held on the 1st
and 3rd Monday
of each month.
Meetings begin
at 5:30 p.m.
(except holidays)

District Office

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Hours of Operation:

Mon - Fri
8:00 a.m. - 4:30 p.m.

**(Open 24 hours for
emergencies)**