

# the Flow

A Publication of Northshore Utility District



2025 Issue No. 3



## Neighbors Helping Neighbors Through the Share a Drop Campaign

NUD is committed to providing high-quality, affordable water and sewer services to its customers, and you can help, too.

Customers can help neighbors in need by contributing to the Share a Drop program. Donations go to The Salvation Army, which assists NUD customers facing severe financial hardship in paying their water and sewer bills. The Share a Drop program is a 100% tax-deductible donation. Customers who opt-in to contribute will see donation amounts as a detailed line item on their utility billing statements. To start donating or to change the amount of a donation, visit [nud.net/share-a-drop](http://nud.net/share-a-drop) and complete the online form.

If you need help, assistance is available for families or individuals whose combined household is less than 50% of the King County Department of Housing and Urban Development (HUD) area median household income (AMI), for the number of persons in the household. Customers must have their Utility Discount Program application approved, their most recent NUD utility bill, and income documentation for the previous 30 days.

**To request assistance, contact The Salvation Army at (425) 452-7300.**

## Protect Your Pipes from Freezing

Freezing temperatures can damage pipes – but you can take simple steps to protect them. Follow these steps to prepare your home for the coming cold weather.



**Don't wait till it freezes!  
Get ready for the cold now:**

- Locate your water main shut-off so you're prepared in an emergency.
- Insulate pipes and faucets in unheated spaces.
- Disconnect and drain outdoor hoses.
- Turn off and drain your irrigation system.



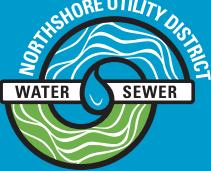
**During freezing weather:**

- Set your heat to 55 degrees or higher.
- Circulate warm air to pipes by opening cupboard doors.
- Let a faucet drip.



**What to do if your pipes freeze or break:**

- Turn off your water at your shut-off valve.
- **Call us 24/7 if you need the water shut off at the meter: (425) 398-4400.**
- Safely thaw your pipes by applying rags soaked in hot water. (Boil water from your emergency supply or a toilet tank.) Never use an open flame or electrical device while standing in water.



## Northshore Utility District Board of Commissioners

Trudy Rolla,  
Board President

Matt Breysse,  
Board Secretary

Suzanne Greathouse,  
Commissioner

Bruce Gardiner,  
Commissioner

Vacant  
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

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

Ph: (425) 398-4400  
Fax: (425) 398-4430  
[www.nud.net](http://www.nud.net)

## Hours of Operation:

Mon - Thur  
8:00 a.m. - 4:30 p.m.  
Friday  
8:00 a.m. - 3:30 p.m.

**(Open 24 hours for emergencies)**

# Thank you, Commissioner Mortimer!

Commissioner Thomas Mortimer retired on October 30, 2025, after seven years of serving on NUD's Board of Commissioners. After being appointed to the position in July 2018, Commissioner Mortimer was officially elected to office in November 2019. After graduating from the University of Puget Sound School of Law and working in Washington, D.C. as a legislative counsel, he started his own law practice with a focus on water law, water quality, water supply planning and development, water utility contracting, complex environmental permitting, and federal Indian law issues. NUD has greatly benefited from his deep expertise in water issues and is grateful for his service and insight.

NUD's five-member Board of Commissioners sets policies for the District and meets twice a month.

**Please visit [nud.net](http://nud.net) for updates on new commissioners joining the board.**

## Getting Water After an Earthquake

Earthquakes are a fact of life in the Northwest. Our region sits on active faults, including the Cascadia Subduction Zone, which can produce both small local quakes and very large ones. While there is no timeline, we know that a large-scale earthquake is looming. When it occurs, it could have a devastating impact on water distribution.

### How NUD Prepares

Northshore Utility District has invested in an early earthquake warning system that detects significant earthquakes. Early warning makes it possible to isolate reservoir valves to save water for drinking and fire protection, reducing impacts on the distribution system.

After an earthquake, we will assess the distribution system and start repairs. If the outage is expected to be long-term, "water distribution hubs" will be deployed near water reservoirs. An emergency water distribution hub is a device used in disasters to quickly and efficiently provide potable water to a larger number of people. It takes water from a single source and provides multiple outlets, allowing people to fill containers in a controlled manner. NUD has six water distribution hubs across the service territory that are ready to be deployed at a moment's notice.

### How You Can Prepare

While NUD will be working hard to restore water service, it's recommended to store at least 10 days of water. That would include at least 1 gallon, per person/pet, per day.

## King County's Long-Term Sewer Rate Increases Will Gradually Impact NUD Customer Bills

King County's Wastewater Treatment Division recently released a 20-year forecast showing significant increases in the wholesale cost of treating wastewater. The current treatment rate of \$58.28 per month (2025) for a typical single-family home is projected to rise to about \$139 by 2035 and \$174 by 2045. These increases reflect major investments in repairing and upgrading aging infrastructure, meeting stricter environmental regulations, addressing climate impacts, and expanding capacity for a growing population.

Because Northshore Utility District (NUD) sends all wastewater to King County for treatment, these higher wholesale costs will directly affect the sewer portion of NUD customer bills. The treatment charge is a pass-through cost—NUD collects it and remits it to King County. While NUD continues to manage its local collection system efficiently, pursue grants, and plan carefully to minimize local costs, the scale of King County's projected increases means sewer rates will rise gradually over time. NUD remains committed to transparency, responsible financial management, and keeping customers informed as these regional rate changes take effect.