

NUD Prioritizes Affordability in 2026 Rate Adjustments

Northshore Utility District (NUD) is taking a customer-focused approach to utility rates in 2026, with a strong emphasis on affordability, financial stability, and maintaining reliable water and sewer service.

At its May 4 meeting, the NUD Board of Commissioners approved several changes designed to minimize impacts on customers while continuing to provide the high-quality service the community depends on. Most notably, water rates will remain unchanged in 2026, while sewer rates will increase by 5.65%. The sewer rate adjustment is largely driven by a 7.52% increase in sewage treatment costs charged by King County, which translates to approximately \$8.75 per bimonthly bill for the typical residential customer. Because these treatment costs are set by outside agencies, they are largely beyond the District's control.

In addition to limiting rate increases wherever possible, the Board also approved a reduction in shut-off fees. The change reflects NUD's commitment to ensuring District policies do not create additional hardship for customers who may already be facing financial challenges.

Looking Ahead to Monthly Billing

One of the District's key priorities is transitioning from bimonthly to monthly billing in 2027. Monthly billing will provide customers with more predictable utility expenses and smaller, more manageable bills throughout the year.

Investing in Reliable Service

While affordability remains a top priority, NUD continues to invest in infrastructure, technology, and system improvements that help ensure safe, dependable service for years to come. The District also maintains lean operations and strong financial stewardship practices, carefully managing staffing, infrastructure, and resources to deliver high-quality service at the lowest reasonable cost.

Serving the Community

As a public utility governed by locally elected commissioners, NUD is committed to balancing affordability, reliability, and long-term sustainability. The Board remains focused on making thoughtful decisions that support both current customers and future generations. For more information about rates, programs, and District services, visit NUD's website or contact the District directly.



NUD Utility Discount Program Helps Keep Essential Services Affordable

Northshore Utility District (NUD) is committed to ensuring that safe, reliable water and sewer service remains affordable for all customers. The NUD Utility Discount Program provides reduced utility rates for qualifying low-income households.

The program is available to both **direct customers**, who receive their water and sewer bill directly from NUD, and **indirect customers**, who pay for utility service through rent, a homeowners association, property manager, or another third party.

Customers may qualify by demonstrating household income below established guidelines, which are based on the number of people living in the home. Eligibility may also be established through participation in another qualifying low-income assistance program offered by a utility provider or a local, state, or federal agency.

Whether you live in a single-family home, apartment, condominium, or mobile home, assistance may be available. **To learn more about the Utility Discount Program or other NUD Customer Assistance Programs, visit nud.net or call NUD at (425) 398-4400.**



Northshore Utility District Board of Commissioners

Trudy Rolla,
Board President

Pat Sutherland,
Board Secretary

Brent Smith,
Commissioner

Bruce Gardiner,
Commissioner

Matt Breyse,
Commissioner

Meetings of
the Board of
Commissioners
are held on the 1st
and 3rd Monday
of each month.
Meetings begin
at 5:00 p.m.
(except holidays)

District Office

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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)**



From left to right: Dave McMorris, Gail Hilderbrand, Jared Littlefield, David Drinkard, and Ryan Helvey.

Congratulations to the 2025 NUD 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: Inventory & Purchasing Specialist Dave McMorris, HR Generalist Gail Hilderbrand, Utility Worker Jared Littlefield, Lead Utility Worker David Drinkard and Utility Supervisor Ryan Helvey. Dave McMorris is the first person to receive the Amanda Emerson Award of Excellence.

Safe, Reliable Water Starts with Smart Management

Northshore Utility District (NUD) customers can continue to have confidence in the quality of their drinking water. According to NUD's 2026 Water Quality Report, all drinking water delivered to customers in 2025 met or exceeded every state and federal drinking water standard.



Tolt River Watershed

NUD's water originates primarily from the protected Tolt River Watershed in the Cascade foothills and undergoes extensive treatment and testing before reaching customers. More than 1,500 water quality tests are conducted each year throughout the District, and water quality is continuously monitored at multiple locations to ensure the water remains safe, clean, and reliable. Recent testing also found non-detectable levels of PFAS, sometimes referred to as "forever chemicals."

In addition to providing high-quality water, NUD is committed to using this valuable resource efficiently. In 2025, the District purchased nearly 1.98 billion gallons of water from Seattle Public Utilities. Of that amount, only 4.7% was lost through leaks or other unmetered uses—far below the national average water loss rate of approximately 14%. This low loss rate reflects NUD's ongoing investment in infrastructure maintenance, leak detection, water audits, and proactive pipe replacement programs.

By maintaining a safe water supply and minimizing water loss, NUD helps protect both customer resources and the region's long-term water supply for future generations.