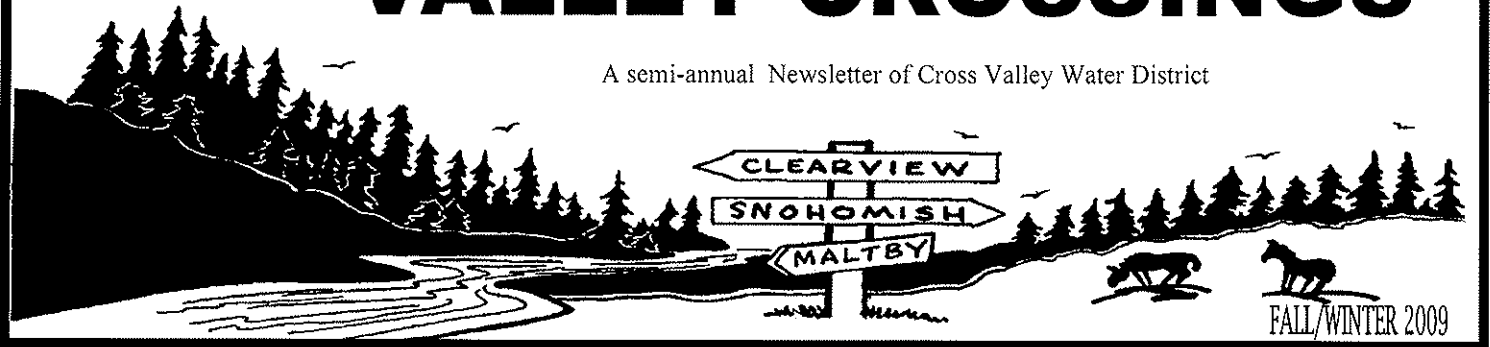


# VALLEY CROSSINGS

A semi-annual Newsletter of Cross Valley Water District



## Operation and Maintenance Worker Highlight

Hi, my name is Nick Knebel -- no relation to Evel Knievel. My mother said she found me under a log in the woods (that explains the bumps on my head). I grew up in a small town in Iowa (Go Hawkeyes). And that is where I started working in the water and sewer industry. I have been with Cross Valley for 20 years.

In my off time, I enjoy fishing and hunting. My wife catches the fish, I just fish. I never get anything hunting either so I go "camping with guns."

I have been married a long time and have two kids, ages 38 & 34, and two grandkids who are very cute.

I hope everyone in Cross Valley land has a nice day!!



## Past Due Accounts and Shutoff Policy

Cross Valley Water District's utility billing cycles run bi-monthly. Past due unpaid charges owing on an account effective the 1st day of the month following the billing cycle will be sent a shut off notice for non-payment of account. All accounts that generate a shut off notice will be required to pay the account in full by the 10th. Failure to receive the notice and/or the water utility bill does not relieve the customer of the responsibility of payment of charges and penalties.

If you have made a partial payment on your account, please contact the District office **before** the 10th to confirm the status of your account and confirm if additional funds are due and owing to prevent possible termination of your water service.

## Are you selling or buying a home?



We know that buying or selling a home is a hectic time and many things need to be taken care of. If you are buying or selling, please have your escrow company contact us in writing prior to closing with the date of closing so that we can read the meter and prepare a final bill. We need to know the date of closing, the property address, the seller, the buyer and a forwarding address for the seller.

It is very important that if you go through escrow that you make certain that the final bill is being paid through escrow.

In the State of Washington water service is a lienable utility so if the seller of the home does not pay the final bill before the next billing date, the amount will be moved up onto the buyers account. This process moves all unpaid charges onto the new buyers account and they will be responsible to pay the bill.



## Is your Meter ready for Winter?



With the coming of winter weather, your meter is susceptible to freezing and the meter needs to be winterized for the cold and freezing conditions. The best protection is insulating your meter and box by using hay, wood chips, dirt, sawdust, or even blankets. **Do Not Use Styrofoam!** Fill the meter box to just below the meter dial. This enables our personnel to read the meter quickly.

You should also disconnect your hoses from the hose bibs, insulate any faucets that are exposed to the elements, and know where the location of your house water shut off valve is in case of emergency. This valve is usually located at the base of the foundation or in the garage.)





### Riverview Elementary Main Replacement

The Snohomish School District is replacing the Riverview Elementary School located on 64th St. S.E. in the Fobes Hill area. Because of increased fire flow requirements for the new school, the School District will be replacing and upsizing the existing line along 64th St. S.E. from 64th St. S.E. to the west side of the school property. We anticipate the water main replacement project to take place in the winter of 2009 through the spring of 2010. The construction will require several scheduled water shut downs and some customers may experience lower than normal water pressure at various times during this project. Your patience and consideration will be greatly appreciated.



### BACKFLOW PREVENTION

Cross Valley's cross connection program is a requirement of WAC 256-290-490. A backflow device keeps any thing from your system from coming back into the potable (drinking) water system of Cross Valley. For single-family residents the District shall require backflow prevention devices be installed on systems such as, but not limited to: irrigation systems, swimming pools or spas, ponds and boilers. If you have a fire protection system a backflow device is also required. A backflow device is required to be installed and then tested every April and the test results sent to Cross Valley. If the device fails, you must get it repaired or replaced as soon as possible. A backflow assembly tester certified by Washington State must perform the test. Cross Valley does not recommend one tester over another one. If you have not notified Cross Valley Water District that you have an irrigation system (in ground sprinkler system) please do so immediately. If you have questions, contact our office.

*Happy Holidays*

From everyone at Cross Valley Water



When you provide a check for payment, you authorize us to use the information to make a one-time electronic fund transfer from your account. The funds may be withdrawn from your account as soon as the same day. You will not receive your check back from your financial institution but you will receive an image of your check.

### We need your help!!



If you see anyone stealing water from a fire hydrant, please give us a call or if you have a camera, snap a picture. Stealing water is a crime and it costs all of us. We appreciate you being our eyes and ears to help protect our district resources.

### DID YOU KNOW?



Another way you can pay your Cross Valley Water bill is at Wal-mart. A fee of \$.88 is charged for paying to have Wal-mart remit the payment within 3 normal business days. To make the payment you will need to take your statement (containing your account number) and your cash or PIN-debit card to the nearest Wal-mart Money Center or Customer Service desk. You may want to check with your local Wal-mart regarding the availability of this service, their requirements and hours.

Web Site: [www.crossvalleywater.net](http://www.crossvalleywater.net)  
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