



Ongoing Customer Care During COVID-19

As a provider of essential water and sewer services, Coal Creek Utility District’s primary goal during the COVID-19 pandemic is to ensure continuity of operations, including safe water supply, inspections, critical maintenance, finances, and customer service. We continue to adhere to the following steps to ensure we meet this goal while also protecting and supporting our customers and employees.

Ensuring Personal Safety

In caring for our community, customers and employees, we continue to follow recommended steps by the CDC, as well as local, state, and federal health authorities to control the spread of the COVID-19 virus at our facilities.

For everyone’s safety, we continue to keep our lobby closed to walk-in customers. Payments can be made either using the drop box by the front door, by phone at 425-235-9200, or by U.S. mail. You are also encouraged to pay your bill online—a description of options can be found here: <https://www.ccu.org/payments.html>

While our office is closed to in-person customer service, our employees continue to work both remotely and in the office to answer phones, process payments, read meters and bill accounts, maintain technology infrastructure, and issue new connection permits.

Staff who are working in the field are provided with personal protective equipment (PPE), and spread out across multiple locations for maximum social distancing.

If you are an Engineering and Development customer, we encourage you to conduct as much as business as possible over the phone or via email.

Deferring Shut-Offs, Late Fees, and Rate Increases

The District recognizes the impact that the pandemic has had on many of our customers’ financial situations. In March of last year, our Board of Commissioners agreed to suspend all water service shut offs, penalties, and liens for payment delinquencies—as per Governor Inslee’s proclamation 20-23. Because this Proclamation does not relieve customers from the obligation to pay for utility services, we still encourage customers who are experiencing difficulties to contact us for bill assistance, including long-term payment arrangements.

The Board also voted to defer any increase in the utility rate during the year 2021, in order to give our customers time to get back on their feet after the pandemic.

Identifying Additional Assistance

If you live in King county, Hopelink offers a variety of assistance programs that provide short term help with bills and other forms of relief, including Food Aid, Eviction Prevention, Energy Bill Assistance, and Emergency Financial Assistance. For more information about these and many other programs, visit:

www.needhelppayingbills.com/html/king_county_assistance_program.html



Spring 2021

Disposable Wipes Are Anything But



Cleaning products labeled “flushable” or “disposable” are causing expensive sewer backups and repairs—both at home and in sewage treatment plants. From baby wipes, make-up wipes, and “pop up” disinfectant wipes, to paper towels and “disposable” toilet bowl wands, these products DO NOT dissolve in the sewer system. Please be safe: **always dispose “flushable” wipes in the garbage can.**



For questions about specific products, call us at (425) 235-9200

Your newsletter for water and sewer-related issues and information serving Newcastle and the surrounding areas since 1959

Inside This Issue:

- Don’t Flush “Disposable” Wipes
- Many Outdoor Projects Require You Call 811
- Reservoir Updates in Zone 580
- Free Gardening Classes
- Taking Care of our Customers During COVID-19

Coal Creek Connection: a publication by Coal Creek Utility District

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Planning an Outdoor Project? Don't Forget to Call!

Are any of these outdoor projects on your spring or summer “to do” list this year?

- ☐ New deck or front porch
- ☐ New fence
- ☐ Installing a french drain
- ☐ Putting in a pond
- ☐ Planting trees or shrubs
- ☐ Removing a tree stump
- ☐ Constructing a home addition or remodel
- ☐ Replacing an aging water supply or sewer line



Know what's below.
Call before you dig.

- Use white spray paint to mark the proposed area of excavation—most hardware stores carry inverted tip spray paint for marking the ground—to help the utilities know where the project is being planned.

Per Washington State RCW 19.122, anyone proposing excavation is required to call 811—the “Call Before You Dig” hotline—to enable utilities to come mark the location of each of their service lines, so you (or your contractor) can avoid striking or digging up underground lines or utility pipes.

Two Easy Steps...

- At least two days prior to excavation, call 811 or visit their website: [washington811.com](http://www.washington811.com)

Paint Color Identification

Proposed Excavation
Temporary Survey
Electric Power
Gas, Oil, Steam, Petroleum
Communications, Alarm or Signal, Cables or Conduit
Potable Water
Reclaimed Water, Irrigation, Slurry Lines
Sewer and Drain Lines

This service is free to homeowners and contractors!

Coal Creek Utility District marks water and sewer lines in right-of-way areas and easements only. We do not mark on private property.

We also maintain sewer as-built drawings of side sewer connections that are available for your review and use at our District office. These as-built drawings are very useful when planning additions or improvements to your home.

The District does not maintain any records of water service line as-built drawings on private property.



Infrastructure News

Reservoir Updates in Zone 580

Water storage reservoirs are an integral part of CCUD’s water distribution system—ensuring adequate hydrostatic pressure, and an abundant supply of drinking water. Routine maintenance results in fewer repairs, lower operating costs, and an extended life.

Last year, Coal Creek Utility District worked with PACE Engineers on an inspection, evaluation and recommended upgrades to our 1 million and 2.5 million gallon steel reservoirs in the 580 Zone. PACE’s resulting report outlined a variety of improvements to extend the life of these two important tanks, including removal and replacement of both reservoirs’ interior coating systems (including spot repairs), exterior coatings, and cathodic protection upgrades. Recommended site improvements also included new structural anchors, overflow piping, catch basins, roof vents, access hatches, and spiral staircases, as well as improvements to the concrete foundations and site drainage, relocation of electrical conduits, and asphalt paving. T Bailey, Inc.—one of the more well-known steel tank fabricators / erectors in the Puget Sound Region—was selected to perform the work.

Before

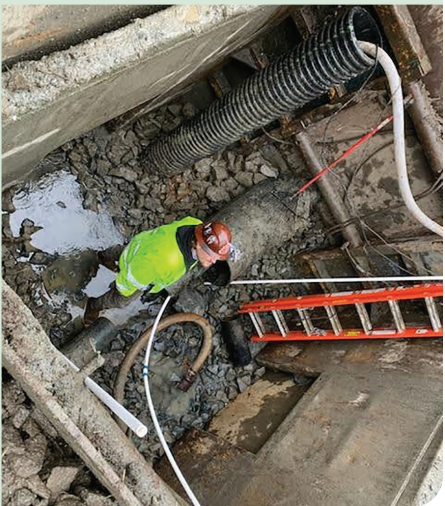
Work underway



Water System Work Related to I-405 Widening

When Washington State Department of Transportation began widening Highway I-405 between Renton and Bellevue, Coal Creek Utility District needed to address a variety of water system components that would be impacted by their construction efforts. The scope of work, which has been completed and given final acceptance, included:

- Extending an existing 24” steel casing and 8” ductile iron (DI) water main under I-405 in Newcastle, Washington, on both sides of the freeway
- Complete replacement and relocation of 110 lineal feet of existing 8” DI pipe and fittings, and the extension of 64 lineal feet of 24” pipe encasement across I-405.
- Removal and disposal of 156 LF of existing 8-inch non-restrained DI pipe and replacing it with 10-inch HDPE pipe inside the existing 24” casing.



Free Gardening Classes

Coal Creek is a proud member of the Saving Water Partnership, a coalition of 18 local water utilities who collaborate to provide water conservation programs to their customers—including free “Savvy Gardener” classes!

Classes are currently being held online, but may revert to in-person once our Governor permits such activities. Upcoming classes are listed below; get all the info at:

<https://www.savingwater.org/lawn-garden/gardening-classes/>



SAVING WATER PARTNERSHIP
Make a difference. Use water wisely.

May 19: Automatic Sprinkler Systems

June 10: Drip Irrigation for Home Gardeners

June 24: Attracting Bees and Butterflies

July 7: Great Plants for NW Gardens

July 21: Designing for the NW Garden

Aug. 4: Winning the War on Water Use

Aug. 12: Soil Building Secrets

Sept. 8: Design a Permaculture Paradise