



COLUMBIA VALLEY WATER DISTRICT NEWS

The office is open Mon, Wed and Fri from 8:00 am – 4:30 pm (closed for lunch from 12:00–1:00 pm)

Please note we do not accept post dated checks. If a post dated check is received we will mail it back to the address on the check and your account may incur late fees.

District meetings are every 4th Wednesday of the month at 7:00 pm at the District office. They are open to the public and everyone is encouraged to attend.

SPRING IS HERE!

Spring is a great time to get outside and is a time when most of us will begin annual yard maintenance and cleanup. We can all do our part to ensure that safe, clean water flows from our taps by properly disposing our unused household hazardous waste and appliances.

In celebration of Earth Day, The Appliance Depot and the Whatcom County Disposal of Toxics Program will be holding a Collection Event at the East Whatcom Regional Resource Center on Saturday, April 20th from 11:00 am to 4:00 pm.

If you have any household hazardous waste to dispose of, please take this time to drop them off during this event. They will accept batteries, oil-based paint, solvent, gasoline, oil, garden chemicals, fertilizer, antifreeze, household cleaners, and acids (up to 50 gallons max per household) for **FREE**. For further information about this event, please contact the WCD of Toxics Program at (360) 380-4640.

Unwanted appliances may also be dropped off during this event for **FREE**. (Freon recycling fee of \$25 will be charged for fridges and freezers, but may be refunded if the unit can be reused). The collected appliances will be reused in The Appliance Depot's nonprofit job training program. For more information about the appliance collection, please contact (360) 599-3944.

Meter Audit Program and Replacement

During recent months the District had begun doing audits on the systems water meters. We have found 40 meters that had a dead transmitter battery. The transmitter is the component that sends the current meter reading to the billing system. When the battery dies the transmitter continues to send a reading, but the reading is the meter reading at the time the battery failed. When this happens our billing system believes that there was no consumption or water use during the billing period and inaccurately calculates a zero consumption bill. Upon discovery of the failed transmitter, the Operation staff manually reads the meter (the numbers on the meter itself), logs the consumption, and then replaces the transmitter. The office staff then must back bill the consumer for any water used during the time the transmitter failed.

About 1/3 of the District's service area consists of seasonal or recreational users so it is not uncommon for the District to have 500 out of 1566 zero consumption bills in any given month. Though the District tries to find a failing transmitter quickly so to eliminate the amount back billed to the customer, it is a very time consuming task and is very demanding on the District's limited staff resources. Please help us identify if your transmitter failed by contacting the office should your bill not show consumption when you know that you did use water in the service period being billed. We will manually read your meter at that time and then replace the transmitter so future billings are accurate and current. Your notification will help eliminate a larger than normal bill for you in a given month and help keep operational costs down.

Be Ready in an Emergency

To help Columbia Valley Water District communicate with you during a disaster, please contact the District if you have any changes to your contact information. Also, The American Red Cross Mt. Baker Chapter will be holding a free emergency preparedness event on April 29, from 10:30 am to 12:00 pm at the East Whatcom Regional Resource Center. Learn to be Prepared!

