



Water District 19

Seasonal Newsletter

Winter 2025



As we move into the rainy season and wrap up another year, we'd like to share a few important updates and reminders with you, our valued customers. Several questions have come in regarding the Public Notification sent at the end of September. We also have some exciting news and important notices: our \$2.6 million infrastructure project is underway, winter weather is approaching (so don't forget to winterize your pipes), we've launched a new Facebook page, and we're collecting customer email addresses to improve communication. Lastly, we are recruiting to fill an open Board position whose term begins in January 2025.

Where is your water meter?

As we enter the winter season, we would like to remind everyone to take measures to protect your water system from freezing. Knowing where to find your water meter is an important aspect of this. This is where your responsibility as a customer begins. If you need help locating your water meter, please call or e-mail the office and we will show you.

Board Position Vacancy:

In the last election cycle, a board position went unfilled because no one ran for the position.

The Board will appoint a new commissioner to serve until the next election cycle.

We are looking for interested citizens. The requirement is that you must live within the District's boundary. Please contact the office if you are interested. This is an active recruitment and may be filled by the time you read this. Please check in, if curious. It is a great way to help us steward this critical community asset.

Public Notification: There has been understandable customer concern and disappointment regarding our handling of the Public Notification letters we sent on September 26th, a month after a treatment technique violation occurred. The concern stemmed from the inference that there was an exposure risk for 30 days and that you had been provided with potentially harmful water during this time. We recognize the alarm this delayed messaging caused and realize how it could be easily misunderstood. Drinking water is regulated by the Safe Water Drinking Act and we adhere to every rule. Please understand that we are 100% committed and *required* to provide quality drinking water at all times and to assure that the water that arrives to your home is safe to drink.

Had this been a water quality emergency, impacting customer health and safety, we would have reached out to all of our customers within 24 hours.

We were following the protocol established by the Washington State Department of Health Office of Drinking Water. This violation was categorized as a Tier 2 violation (see [Web Resources](#), p.2).

The August incident triggered a treatment violation because the designed capacity of one of our filters was exceeded. The Department of Health concluded that the situation did not pose a public health threat, even as it did trigger a treatment violation. Violations of this type require the use of prescribed language with notification to all of our customers within 30 days. To safeguard against future occurrences, we have implemented additional daily monitoring procedures and we are in the process of installing alarm and disable protocols to our SCADA ([Supervisory Control and Data Acquisition](#)) system.

Can you provide us with your email address?

This event, viewed as a **stress test**, identified deficiencies in our ability to notify our customers quickly and effectively. If you haven't provided the District with an e-mail address, please give us a call or email to provide us with an email address we can link to your account. This would be enormously helpful; especially in cases where we must get an immediate notification to you. Additionally, please take a minute and make sure your contact information is up to date.

What you can do to prevent frozen pipes at home

Be prepared when freezing temps are forecast. When the weather is below freezing (32°F, 0°C) pipes will begin to freeze and burst. Anytime the temperatures remain below freezing for a few days, you should be on alert. Severe weather and power disruptions can adversely affect our capacity to meet customer demand. When widespread leakage is added to the equation the situation is compounded.

Start to prepare your plumbing for winter **before** temperatures dip below freezing.

Learn where your water shut off valve is and how to use it so you can respond quickly if your pipes break during cold weather.

Disconnect hoses from outdoor faucets. Insulate all outdoor faucets and hose bibs. If you have a separate outdoor water shutoff valve, **turn off water to outdoor faucets.** After you turn off the water, open each outdoor spigot to drain the remaining water from the pipes.

Insulate pipes in unheated areas, such as attics, crawl spaces, and basements.

Check your water meter and insulate any exposed pipes.

Start building your emergency water supply in case your water service is interrupted by frozen or burst pipes.

Give us a call or e-mail and we can assist you with any questions you might have.

Web Resources:

Safe Water Drinking Act

<https://www.epa.gov/sdwa>

Washington DOH Dept. of Drinking Water Public Notification:

<https://doh.wa.gov/community-and-environment/drinking-water/drinking-water-emergencies/public-notification>

Winterizing you pipes:

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/winter-storm/frozen-pipes.html>

Water District 19 contact info:

<https://www.water19.com/contact/>

We also have a new-ish Facebook profile:

<https://www.facebook.com/share/1EkYv7Bncx/>

216th Capital Project

You may have seen the construction project underway on Vashon Highway. It is part of a \$2.6 million capital project. We are replacing 1.2 miles of old steel pipe primarily on 216th Ave SW. but also on a small portion of Vashon Highway. The project should be completed in early 2026. In addition to replacing some of our oldest pipe, we will be connecting two branches of our distribution lines, adding an improved level of resilience and water quality.

Final Thoughts

Thank you to all of our customers. Your calls and concerns help us improve our efforts, as best we can. We hope for everyone to have a wonderful and safe Holiday Season and a great 2026. Please contact us with any concerns and we will help/explain/respond/repair. If you haven't provided us with an email address linked to your account, please consider doing so. We will be in a better position to communicate effectively with you. Eventually, things may be text driven, so a good cell phone number would help too.