

Valued Customers,

The booster station for the District's new pressure zone in the northeast quadrant of its service area is nearing completion with testing, startup, and operation following shortly. As you are aware from reading the District's Pipeline Newsletters and the Annual Report, this project has been in the planning stages for quite some time. We thank you for your patience throughout this entire process.

The new pressure zone boundaries will be the I-5 corridor to the east; 80th Street South to the north; the Northern Pacific (Sound Transit) Railroad right-of-way to the west; and 108th Street from Halcyon to Pacific Hwy to the south. The pressure zone will also include Steilacoom Boulevard from the booster station located behind the Lakewood Fire Station to Lakeview Avenue, encompassing the main campus of Clover Park Technical College.

The purpose for constructing the new pressure zone is two-fold: first, increase the over-all pressure in the area by an average of 22 psi (pounds per square inch); the second reason is to guarantee there will be a sufficient amount of water available for fire flow during peak demands periods.

We would like to take this opportunity to address the most commonly asked questions and concerns to date.

- ***Does this mean I'll have more water?*** No, the actual volume of the water going through your plumbing will be the same; by boosting the pressure we simply increase the amount of force pushing the water through your pipes. The water coming out of the hose or the sprinkler may travel farther, the shower may feel stronger, and the toilet bowl and the washing machine may fill faster.
- ***How quickly will I see the difference?*** Once the booster station is completed and the new valves are installed, our plan is to gradually boost the pressure over a few weeks time. Our intent is not to "shock" the system but to increase the pressure slowly.
- ***How much will my pressure go up?*** The average pressure should increase around 22 psi. If your current pressure is 40 psi, you can expect to have around 62 psi when the zone is fully operational. The highest projected pressure in the new zone should not exceed 83 psi. The

average projected pressure will be around 65 psi which is equal to the District's overall average system pressure.

- ***What about my plumbing? Will more pressure cause leaks?***

According to the plumbing code, typical residential plumbing systems should withstand up to 150 psi without leaking. Realistically, due to the age of the typical residence in the area, we cannot guarantee this upgrade will be totally leak-free. Therefore, we suggest you consider the following:

1. Do a "Check for Leak" on your water meter. Every meter in the District comes equipped with a leak detector shaped like a red or black diamond on top of the meter. Turn off all the water in the house, duplex, building, etc., and watch the diamond. If the diamond is moving, water is going through the meter indicating a possible leak.
2. Know where the shut off valve to the house, business, etc., is located. Understand, the shut off valve at the meter belongs to the Lakewood Water District, if you damage or break the valve while operating it, you can be held financially liable for replacing the valve. It is always best to have a valve installed on your side of the meter where you can access and operate it no matter the circumstance.
3. Check your plumbing now for leaks...check under the sinks, around the toilet, around the hot water heater, and around any pressure vessels or boilers.
4. Check the toilet...make sure the bowl isn't emptying and filling on its own. We have dye tablets available at the office to indicate a toilet leak.
5. Check the faucets (interior and exterior) for drips.

After the pressure is increased...

1. Do a quick re-check of the plumbing to see if any changes have occurred.
2. If you have made any plumbing changes, repairs, or appliance replacements recently, re-check your fittings and hoses. You may have to tighten some compression couplings and hose clamps.
3. Periodically do another "Check for Leak" on your water meter. Turn everything off and look at the "leak detector" black or red diamond on the meter. If the diamond is turning, water is running through the meter
4. Check the "pop up valve" or pressure regulators on hot water heaters, boilers, and steam plants.
5. For businesses, check fire suppression systems. You may have to re-set the pressure pumps or jockey pumps on large fire suppression systems. Call your installation/maintenance people to see if the pumps need re-setting.

6. Again, for businesses, re-set pressure regulators on soda fountains, water fountains, and drink dispensers.
7. If you have a leak and cannot shut the water off, please call the District to turn off the water at the meter. Call (253) 588-4423 during normal business hours or (253) 588-2296 after 5:00 pm, Saturdays, Sundays, and holidays.
8. If you think you may have a leak and cannot conduct a “check for leak” at the meter yourself, you can call and ask the District to provide the service. District technicians will only look at the meter; we cannot go inside or under the house to check plumbing.
9. If you are in need of repairs, the District recommends you use a licensed plumber. Due to District policy, we cannot recommend specific plumbers or plumbing contractors.

- ***If my plumbing leaks, who is responsible for making and paying for the repairs?***

The District has taken every precautionary step to minimize the potential impacts to your home or business plumbing; however, the District is not responsible or liable if your plumbing should leak because of this upgrade. Should a leak occur, you should turn off your water immediately and call a licensed plumber. Your business or home insurance policy may provide coverage for any resulting water damage.

- ***What if I don't want the pressure to increase?*** A Pressure Reduction Valve (PRV) can be installed on your side of the meter if you don't want any change in your pressure. Once again we suggest a licensed plumber install the valve. Such installation will be at your expense, since the pressure increase does not exceed industry standards.
- ***What if I have more questions?*** Please call us at (253) 588-4423. We want this transition to be as smooth on all our customers as possible.

From your Board of Commissioners, Management, and Staff of the Lakewood Water District.