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SKY LINES

January 2022

COVID-19 Customer Support and Payment Plans

As reported in our November 2021 newsletter, on March 18, 2020 Governor Inslee issued [Proclamation 20-23](#) (as amended/extended) pertaining to Utility Ratepayer Assistance and Preservation of Essential Services. The District adopted **temporary** COVID-19 policies on March 24, 2020 and has not charged penalties/late fees, filed liens or discontinued service since that date. However, the District cannot “forgive” water and sewer service billings under Washington State law. The Governor’s Proclamation 20-23 (as amended/extended) which included a utility late fee/shutoff moratorium, **ended September 30, 2021** and the District’s temporary COVID-19 policies **expired on December 31, 2021**.

Effective **January 1, 2022** the District’s standard policies for **non-payment, late fees and liens were reinstated**, including but not limited to, as follows:

1. Customer accounts for water and/or sewer service are considered past due if not paid by the due date (by the end of the month following the service period) and are subject to a 10% late penalty.
2. Past due amounts for water service not paid within 30 days of the due date are subject to turnoff and to the District filing a lien against the property (the homeowner is responsible for the cost of the lien).
3. Past due amounts for sewer service not paid within 30 days of the due date are subject to the District filing a lien against the property (the homeowner is responsible for the cost of the lien).
4. Service will not be re-established to a property unless the account is brought current and all charges are paid in full including late fees, penalties and liens including interest.

Skyway Water & Sewer District is committed to keeping our customers connected to essential services. If you experience hardship because of the COVID-19 pandemic, you may be eligible for support, including long-term payment arrangements or bill assistance. In addition to collaborating with federal, state and local agencies to support customers who have experienced economic hardship as a direct result of COVID-19,

District **COVID-19 Payment Plans** are available to eligible customers.

Until January 31, 2022, customers who are unable to pay their bills for water and/or sewer service in a timely manner due to the impact of COVID-19 may apply for extended payment arrangements for a period not to exceed one (1) year. **Applications must be received in our office no later than January 31, 2022.** For extenuating circumstances, the District General Manager has the authority to approve longer-term payment arrangements of up to eighteen (18) months. The following conditions apply:

1. Charges accrued for services beginning January 1, 2020 will be eligible for payment terms based on customer self-certification of hardship.
2. Customers with past due accounts who do not **apply by January 31, 2022 and enter into a Payment Agreement** with the District, will be subject to disconnect, late penalties, liens, fees and other remedies in accordance with the District’s standard policies and RCW 57.08.081.
3. Payment arrangements where the customer consistently pays the **agreed monthly amount plus the current charges** will not have service disconnected.
4. If agreed payment arrangements are not kept, water service may be interrupted or a sewer lien filed once the arrangement becomes sixty (60) days past due.

A residential customer whose financial condition changes during the term of a Payment Agreement, or a customer who defaults on a Payment Agreement, and who seeks to reestablish payment arrangements, may do so **one time** under the same terms described above.

For the latest information, please visit www.skywayws.org. If you have any questions, please call us at 206-772-7343 or email info@skywayws.org.

Phone translation services are available.
Servicios de traducción telefónica disponibles.
Chúng tôi có thông dịch qua điện thoại.

CAPITAL CONSTRUCTION UPDATE

Construction is underway on the **Small Diameter Watermain Replacement** capital project located in the Bryn Mawr neighborhood. The contract was awarded to Strickland & Sons Excavation LLC and includes replacement of ~5,900 linear feet of 2- and 4-inch water main with new 8-inch ductile iron pipe, replacement of service lines from the water mains to the meters, and installation of new fire hydrants.

Check our website at www.skywayws.org for project updates or contact the District at info@skywayws.org or 206-772-7343 if you would like more information.





Over the past year, District staff have worked very hard to maintain your water and sewer systems:

- Applied for and were awarded two Public Works Trust Fund loans for water and sewer capital project construction totaling approximately \$8.9 million. The loan contracts include low interest rates (0.94%) and extended repayment terms (20 years).
- Completed construction of the Skyway Park Pump Station Consolidation project. This project replaced or decommissioned aging sewer infrastructure that was vulnerable to system failures and emergency repairs.
- Collected and analyzed approximately 4,000 water samples
- Installed 3 new water service connections
- Cleaned your 10 sewer pump stations weekly



Skyway Community Van is here!

King County is excited to announce the launch of the new Skyway Community Van! The reservation-based rideshare service, is available 24 hours a day, seven days per week – and it's something the community has requested for some time.

The cost of the van ride is standard Metro fare: \$2.75 for adults, \$1.50 for youth (6-18), \$1 for seniors and disabled. Riders can use the Transit Go Ticket app on their phone, a monthly or annual ORCA Card, or Metro Paper Tickets. Many people—including people with lower incomes, people with disabilities, seniors, and youth—qualify for a discount fare.

To find out how to schedule a trip, contact Coordinator (and Skyway native) Kahdijah Jackson at 206-304-8347 or skywayvan@kingcounty.gov. You may also visit www.kingcounty.gov/metro to view the trip schedule or to submit a trip request form. Calls, emails, and trip requests will be responded to within 24 to 48 hours, or on the next business day if received on weekends or holidays.

- Repaired 4 main breaks in your 40 miles of water main and 10 service line leaks
- Maintained and serviced 7 pressure reducing stations
- Recorded more than 21,800 meter readings for water consumption.
- Have converted approximately 37% of the water system to AMR (automatic meter reads) by exchanging an additional 379 meters in 2021.
- Processed over 75,000 customer payments totaling over \$8.2 million.

In calendar year 2022, we plan to:

- Begin construction on the Skyway Park North Phase 1 project to replace approximately 6,100 feet of sewer pipe, 35 manholes and 4,000 feet of water main pipe
- Begin construction on the Rainier Ave South/South 113th Street project to replace approximately 1,250 feet of old and undersized water main pipe
- Convert approximately 500 individual water meters to AMR

Our mission is to provide you with reliable water and sewer service on a daily basis.

WHCA News and Updates



Thank you for making 2021 so much better.

With your support, we dipped our toe back into safe in-person events, built two new message boards, and made a bold statement against displacement of our neighbors by becoming a CDA (community development association).

Local News, Updates, and Info

MyWestHill.org or just point your phone camera at this fancy QR code



Check Out Your Local Events Calendar

MyWestHill.org/calendar There's always something new being added to our online events calendar. Take a look!

CONNECT WITH US ONLINE: In these uncertain times, things change and news updates quickly. Our website, social media accounts, and newsletter are great ways to stay in the loop: MyWestHill.org/connect



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2021 RATE ASSISTANCE

During 2021 there were 283 qualifying low-income senior or disabled customers that participated in the District's Rate Discount Program. The cost of this program was approximately \$117,038.28 - \$15,723.72 in water service and \$101,314.56 in sewer service.