

BILL PAY ALERT!

Please use caution. The District recently learned that a third-party online bill payment service provider known as Doxo, Inc. is reaching out to District customers with offers of ACH bill pay services. The District is not affiliated with Doxo, Inc.

Doxo, Inc. is one of several third-party online bill payment service providers that are **not affiliated with Skyway**. These companies frequently charge an additional service fee for making your payment to the District, and posting of a payment to your District account may be delayed. If payment to the District is delayed, it may result in late fees being assessed to your account, or your account may be subject to water shut-off or sewer lien. Also, we will not be able to assist you if a problem occurs with a payment made using a third-party online bill payment service.

Skyway Water and Sewer District offers online bill pay through a secure portal on our website: www.skywayws.org. The District does not charge a fee for online bill payments through our website or phone payments. You may also sign up for no-fee ACH automatic bill pay with the District. The application form is available online at <https://www.skywayws.org/forms/000001.pdf>.

If you have any questions, please call our office at 206-772-7343.



Water Service Restoration Policy

Our mission is to provide you with water service 24/7. However, **at a customer's request**, water service will be interrupted (turned off) by District staff for a variety of reasons: while a house is vacant, at a scheduled time if planned repairs are being made to the internal plumbing system, or in the case of an emergency when a leak or break occurs within a residence.

Water service will also be turned off **for non-payment** and the Board of Commissioners recently reviewed the District's restoration policy for this type of turnoff. After careful consideration, the Board determined that the current policy is appropriate.



Water service is turned off for non-payment **~110 days past the billing date**, which is **~80 days past the due date** for water **provided and consumed six months prior**. During those 110 days prior to turnoff, a customer will have received four notifications about the amount due and advised that they are at risk of service interruption/turnoff. Water service is turned off to those customers in arrears, typically in the morning, on the 3rd or 4th Tuesday of the month in the even-numbered months of February, April, June, August, October and December.

In order for water service to be restored (turned back on), the past due amount must be paid in full, an administrative fee to cover the cost of the turnoff and restoration must be paid, and the Notice of Water Turnoff form completed by the customer and returned to the District. If the customer completes these three items by 3:00 PM, then service will be restored the same day. If the items are not completed by 3:00 PM, then service will be restored the following business day during normal business hours.



Resources are available to our customers experiencing financial hardship. Please contact us by phone at 206-772-7343 or email at info@skywayws.org or see the FAQs on our website at <https://www.skywayws.org/faq.php> for assistance.

CAPITAL CONSTRUCTION UPDATE

Preparation of contract documents is in progress for the **Skyway Park North Sewer Replacement Phase 1** project. This project is located north of Renton Ave between 72nd Place So and 76th Ave So and is funded by a 20-year low-interest Public Works Trust Fund (PWTF) loan from the Department of Commerce. It replaces ~5,800 lineal feet of gravity sewer main, 36 sewer manholes, and redirects/reconnects side sewers for ~123 single-family homes and two apartment buildings. It also replaces ~4,000 lineal feet of watermain. Construction is planned for 2023/2024.

Design of the **Rainier Ave So/So 113th Watermain Replacement** project is also in progress. The project is located on the eastside of Rainier Ave So, north of So 113th Street, and along So. 113th Street east of Rainier Ave So and is funded by a 20-year low interest loan from Department of Commerce. Residents in the project area can expect to receive

letters from the District requesting access to conduct a field survey to gather information critical to the project design. If you receive a letter and have any questions, please contact the District office. This project replaces ~1,250 linear feet of 6-inch asbestos cement pipe and 2-inch

galvanized pipe with new 8-inch ductile iron pipe and replaces existing water service lines, valves and fire hydrants. Construction is planned for 2023.

In **September 2022**, the District submitted applications for low-interest **Public Works Trust Fund construction loans** for two watermain replacement projects located in the Lakeridge neighborhood along So Sunnycrest between Cornell Ave So and So Lakeridge Drive and along Forest Ave So between So Rustic Rd and Oakwood Ave So. As this newsletter goes to print, the Public Works Board is scheduled to meet on November 4, 2022 and announce those projects chosen to be offered loan contracts. 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.



WHCA News *and* Updates



The WHCA Winter Takeover is coming!

MyWestHill.org Get ready for the annual Winter Takeover party and the Holiday Lights Contest this December! Follow us for updates on how to attend and how to enter to win.

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: Our website, social media accounts, and newsletter are great ways to stay in the loop: **MyWestHill.org/connect**



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Site: Boathouse Inc Renton Skyway
12548 Renton Ave S Seattle
CSID: 567

Boathouse Inc Renton Skyway Cleanup

Operations at the former Ken's Skyway Cleaners dry-cleaning facility at 12548 Renton Ave S resulted in the release of hazardous chemicals to soil and groundwater. Ongoing water quality testing shows that the District's drinking water supply **has not been impacted** by this contamination. Department of Ecology (DOE) is providing funding for site cleanup through their new Affordable Housing Cleanup Grant Program. Following a public hearing on August 3, 2022, the District submitted comments to DOE on the Prospective Purchaser Consent Decree and Public Participation Plan and we have continued to monitor the cleanup process. For the latest information, go to <https://apps.ecology.wa.gov/cleanupsearch/site/5>