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# 2024 Annual Report

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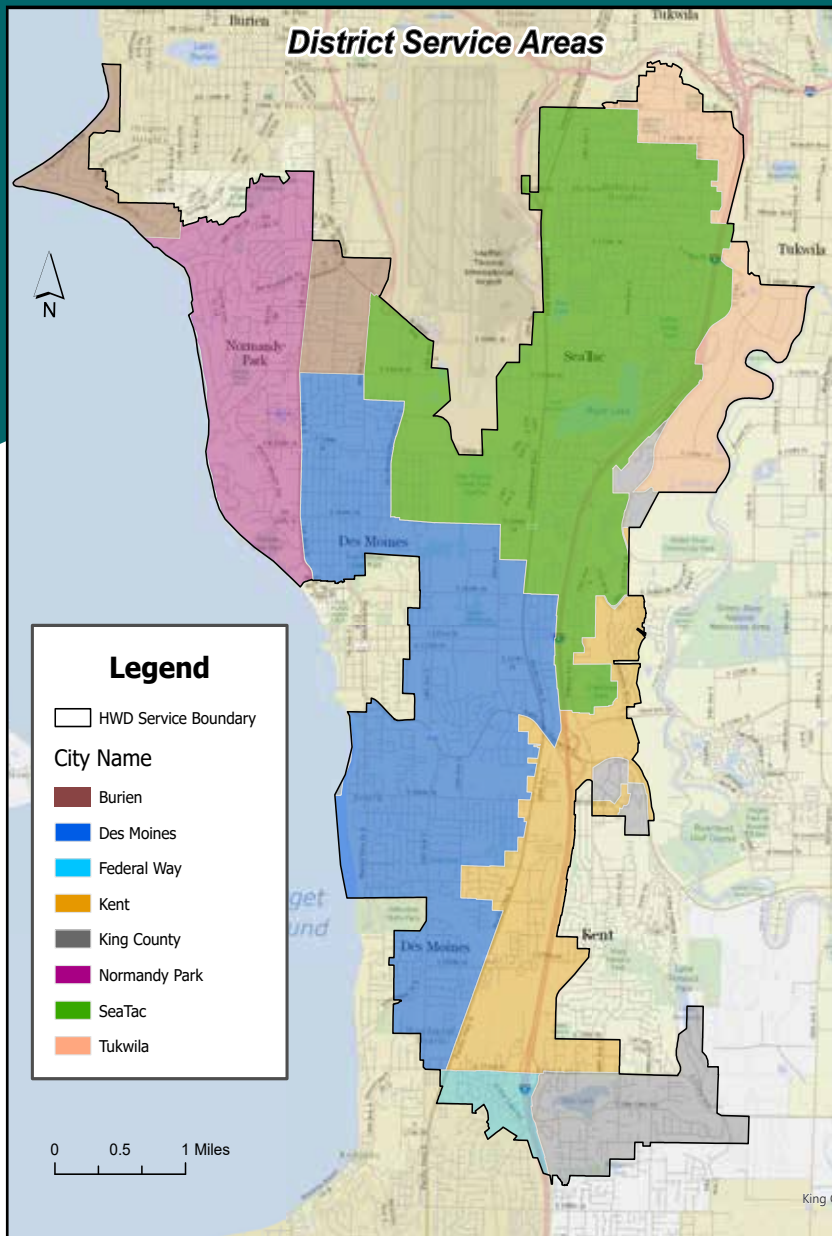
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Water Sources

Seattle Public Utilities supplied approximately 75% of Highline’s water from three metered locations; the remaining 25% was sourced from the District’s three active groundwater wells and two treatment facilities. All together, the District supplied approximately 2.4 billion gallons of water in 2024.

System Inventory

Pump Stations .....	8
Water Storage Facilities.....	8
Water Storage Volume .....	20.6 MG
Pressure Zones .....	12
Pressure Reducing Stations .....	29
Emergency Interties .....	10
Miles of Water Main (from 2” to 36” diameter) ....	305.5
Active Meters* .....	18,957

*\*Ranging in size from 5/8” to 8”, including one hundred and twelve 3” and larger meters.*

Miles of Water Main by Type

Ductile Iron .....	205.5
Asbestos Cement .....	57.2
Cast Iron .....	39.7
Other .....	3.1



Infrastructure and Capital Improvements Overview

The District invests in infrastructure each year to improve system reliability and resiliency by replacing aging pipelines and facilities through capital improvement projects. These improvements help reduce the risk of service interruptions and support the water system in keeping pace with growth and regulatory requirements.

In 2024, key accomplishments include: completing a cooperative project with the City of Des Moines to avoided a costly water main relocation along Des Moines Memorial Drive, awarding the construction contract for the Mansion Hill 2.5 MG reservoir recoat and safety upgrades, and advancing the design for 14 main replacement projects scheduled in upcoming years. The District also participated in regional transportation projects, including Phase 2 of WSDOT’s SR 509 extension, and several city-led roadway improvements throughout the District. In 2024, the District invested \$6.4 million in capital improvement additions.

The 2025 Capital Improvement Program includes \$9.3 million in planned investments, covering a mix of reservoir upgrades, water main replacements, and pump station improvements. Thirteen projects are prioritized based on condition and opportunities to coordinate with other agencies. Most funding is provided through existing rates and reserves, with no reliance on new debt.

### Administrative and Operations Overview

In 2024, the District made several key staffing and operational adjustments to enhance field efficiencies. Four new field staff members were hired, offsetting two retirements during the year. One staff member laterally transferred from the Field Department to the Operations Department to fill a vacancy. Additionally, two seasonal employees were brought on during the summer to assist with hydrant painting.

To maintain strong leadership and continuity, two internal candidates were promoted to fill lead positions. Operational capacity was also expanded with the creation of a second dedicated field crew—one focused on construction activities and one on preventative maintenance—supporting the District’s commitment to proactive infrastructure management and reliable water service.

The District met new regulatory requirements by completing a comprehensive service line inventory in accordance with the EPA’s Lead and Copper Rule Revisions (LCRR). This effort included the development of a detailed inventory covering both District and customer-owned portions of service lines. The results confirmed the absence of lead service lines within the distribution system. This inventory will be maintained in perpetuity to maintain ongoing compliance.

To support system resiliency and offset the financial burden of emergency repairs, the District began pursuing grant opportunities in 2024. Staff prepared, submitted, and were awarded several grants related to disaster recovery efforts and cybersecurity enhancements. All totalled, the District was awarded \$75,323 in grants in 2024.

The District maintained active coordination with cellular leaseholders, reviewing license agreement, amendments, and proposed equipment upgrades at tank sites throughout the year.

On the administrative side, the Finance Department implemented a new Enterprise Resource Management System in January 2024. The new software has enhanced transparency and improved approval processes. Looking ahead to 2025, the District will focus on refining operational efficiencies, streamlining workflows, and optimizing the software’s capabilities to further support effective financial and organizational management.

### Other Notable Achievements in 2024

- Clean 2023 Financial and Performance Audits by the Washington State Auditor.
- Water Loss kept to less than 5%.
- Continued assistance with KCWD #54 in operations and water production.
- Integrated the SPU meter into SCADA for real-time comparison.
- Coordinated the installation of replacement PSERN Radios in District vehicles.
- Completed 379 service line potholes to facilitate the completion of the lead service line inventory.
- Coordinated the exterior cleaning of three water tanks: Mansion Hill Elevated, Bow Lake, and North Hill.
- Began quarterly shop cleanups.
- Completed the installation of fire extinguisher mounts, insurance accident packets, and first aid kit replacements in all District vehicles.
- Coordinated the replacement of three pumps at the Des Moines Treatment Plant after a flooding event.
- Implemented new after hours answering service, Daupler, improving response times and data tracking.



Water Production

The annual goal for water production from the District’s three operating wells was 729,000 CCF; actual production in 2024 was 770,000 CCF, equal to about 575 million gallons of water. Seattle Public Utilities sourced the remaining volume for a total combined water production of 2.4 billion gallons. Unaccounted water loss in 2024 was 4.7%.

Water Sales		
Year	Meters	Billed (CCF)
2020	18,775	3,152,690
2021	18,796	3,150,535
2022	18,809	3,076,176
2023	18,853	3,031,893
2024	18,957	3,092,747

Water Quality

Highline continued to provide high quality water that meets or exceeds applicable state and federal standards for safe drinking water. The 2023 Consumer Confidence Report (CCR) was offered to District consumers in three formats: 1) on our website (as a PDF); 2) by email; or 3) as a printed copy by request. The District provided instructions on how to obtain the CCR through newspaper announcements, our website, and in-office materials. The 2024 CCR will be available mid-2025. The 2023 CCR is on our website at:

[www.highlinewater.org/ccr](http://www.highlinewater.org/ccr)

In 2024, the District began collecting samples for the Unregulated Contaminant Monitoring Rule 5 (UCMR5) as required by the Environmental Protection Agency. The UCMR is a program to collect data for contaminants that are suspected to be present in drinking water but do not have health-based standards set under the Safe Drinking Water Act (SDWA). The UCMR 5 testing will be completed in 2025 and will be compliant with mandated water quality regulations.

PFAS Update

In 2022, the District began testing our well sources for Per- and Polyfluoroalkyl Substances (PFAS). The testing was in response to newly enacted regulatory requirements on five types of PFAS by the Washington State Department of Health. One District source, the Tyee Well, was found to exceed State Action Levels for the PFAS contaminant Perfluorononanoic Acid (PFNA). Upon confirmation of the PFNA presence, the District suspended operations at the Tyee Well in June 2022.

The District filed claim against the Port of Seattle for the PFAS contamination caused by SeaTac Airport. After engaging in good faith negotiations, the District and the Port reached a mutually acceptable agreement in September 2024 to address the District’s claims. The resolution aims to protect District investments and customers from the impact of Port operations. The District will evaluate options for repurposing the Tyee Treatment Plant and the water right in the future.



### Water Quality Goal Achievements

The objective of the water quality goals is to provide drinking and fire protection water that meets or exceeds federal and state drinking water standards.

#### Maintain a 0.4 PPM minimum chlorine residual in distribution system

- Only two of 1,184 samples taken had chlorine residuals less than 0.4 PPM. Both samples' residuals were due to an inoperable Pressure Regulating Valve (PRV) that was found and corrected. None of the samples' residuals were less than the federal minimum of 0.2 PPM.
- Staff completed perimeter flushing twice every month.

#### Comprehensive water sampling and reporting

- Staff began testing the Angle Lake and Des Moines wells for chloride and static water levels and providing the data to the Department of Ecology biannually. The effort is to determine if there is saltwater intrusion into the aquifer from Puget Sound.
- Operators completed UCMR 5 sampling in the 3rd and 4th quarters. The UCMR sampling will continue through the 2nd quarter of 2025.

#### Improve protection of potential water supply contamination from possible cross connections

- Staff is currently evaluating Cross Connection Control programs from external agencies and will incorporate appropriate revisions into the District's program. This work is scheduled to continue through 2025.

### Provide High Quality Water

- Complied with DOH WAC 246-290 monitoring requirements.
- Enforced Cross-Connection Control Program per State and District Standards.
- Removed a minimum of 90% iron and manganese at treatment plants.
- Managed tank water levels to maximize water turnover.
- Ensured proper pH, chlorine, and fluoride levels in accordance with regulatory guidelines.
- Maintained Wellhead Protection Plan.

### Customer Water Quality Inquiries

Customer water quality inquiries remained a priority for our staff. The District's goal is to respond to water quality issues within one hour. During 2024, we responded to the following 17 water quality inquiries:

6	Miscellaneous	0	Taste
5	Color	6	Odor

Each inquiry prompted a site visit, staff evaluation, and follow-up communications to customers of our findings and/or any remedial action taken.

### Commitment to Quality Workforce Goal Achievements

The objective of quality workforce goals is to hire and retain top talent by providing staff opportunities for personal growth and success to ensure a versatile and robust workforce.

In support of preventative maintenance goals and to encourage cross-training within the Operations Department, the District established two dedicated field crews serving Field and Preventive Maintenance. These changes help maintain service reliability and foster greater flexibility and collaboration across operational functions.

#### Provide Cross-Training to Staff

- Two staff members were trained in the Telemetry/SCADA group and were successfully added to the on-call rotation for the section, bringing the total in the on-call rotation to four.
- Management promoted two staff members to replace two staff members who retired.

#### Ensure all applicable staff meet professional growth requirements

- Supervisors reviewed CEU accumulation for their direct staff in January 2024 to maintain employees' required certifications. Staff members who required additional CEUs were provided the resources to take needed courses to fulfill the CEU requirements.



#### Update District standards and procedures for staff guidance- In process

- Management reviewed and updated the Personal Handbook and provided a draft to the District HR consultant, Archbright. Staff will incorporate edits and present to District legal counsel in 2025 for review.
- Engineering began scoping discussions with consultant Carollo Engineers, Inc. for the 2026 Comprehensive Plan Update.

#### Ensure staff have all necessary tools and equipment to work efficiently and effectively

- The District initiated all capital asset purchases before Quarter 3. Capital purchases include:
  - i. Hydro-excavator: \$608,691
  - ii. Financial Software: \$150,397
  - iii. 5-Yard Dump Truck: \$158,706
  - iv. F550 Flatbed: \$105,648
  - v. F250 Truck: \$51,893



### Reliable Infrastructure and Water Delivery Goal Achievements

The objective of infrastructure and water delivery goals is to ensure the District is well maintained and capable of delivering reliable water service.

#### Enhance security and mitigation efforts

- The District contracted with All City Fence to install 800' of anti-climb fencing with Ultra Barrier inhibitor and two automated gates to secure equipment, tools, and inventory at the District Headquarters.
- The District began planning for access control and security camera installation at Pump Station 3. Work will be completed in 2025.

#### Perform Infrastructure maintenance and improvements

- Field staff completed three small scale water main replacements to address aging infrastructure and mitigate impacts from city projects.
  - i. SW 191st Street, west of 4th Avenue SW - city overlay response
  - ii. S 168th Street, east of 51st Avenue S - replaced 4" AC with 8" DI
  - iii. S 227th Place, east of 24th Avenue S - city project response
- Field crews inspected, cleaned, and painted 710 hydrants during the year.
- Field crews installed or replaced 61 water services during the year.



#### Hazard/Safety Committee accomplishments

- The District had one reportable injury in 2024. The injury did not result in any lost time. The L&I experience factor was 0.7750 in 2024.
- All staff completed Emergency Maintenance Training (ICS 100, ICS 700), and First Aid and CPR Training. Additionally, leadership staff completed ICS 200 and 800.
- Maintained current Incident Action Plan (IAP) contact information.
- Began internal safety audits at District facilities.
- Reviewed and updated the Hazard Mitigation Plan due in 2025.
- Purchased improved flagging equipment for field operations.
- Provided fire extinguisher training.
- Completed annual hearing tests.
- Stocked Tyvek safety suits in all field trucks.

Location Requests (811)

Location requests are an important role in District Operations. Chapter 19.122 RCW outlines the requirements underground utilities must comply to ensure safe excavation around their infrastructure.

The District must respond to locate requests within two full business days. Failure to comply with these requests may result in a civil penalty of not more than \$1,000 for the initial violation, and not more than \$5,000 for each subsequent violation within a three year period.



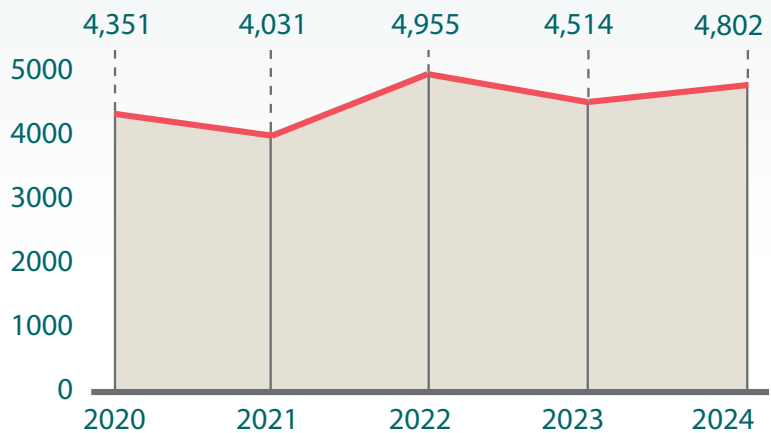
The District improved its locate response workflow by transitioning from Lucy tracking to the iSite platform provided by DigSafeWA, Washington’s One Call system. Previously, locate requests were tracked internally by uploading photos and documentation into the District’s asset management system, Lucy. By leveraging iSite, the District now manages locate request directly on the statewide platform. Staff can upload photos and provide confirmation to contractors that a locate has been reviewed and completed. The new system also allows staff to attach notes, share images with excavators, generate reports, and view ticket locations on an interactive map. This transition has streamlined operations, improved communication with contractors, and guarantees the District’s compliance with state excavation laws. Spearheaded by the Field Supervisor, the shift to iSite has resulted in time savings and improved customer service.



Paint Colors Used in Location Requests

Proposed Excavation
Temporary Survey
Electric Power
Gas, Oil, Steam, Petroleum
Communications, Alarm or Signal, Cables or Conduit
Potable Water
Reclaimed Water, Irrigation, Slurry Lines
Sewer and Drain Lines

Location Requests by Year



Number of Location Requests

The District received 4,802 line location requests in 2024; 683 of those requests required a site visit. Of the total locate requests, 270 were for emergency locates requiring an immediate site visit.



### Customer Service Goal Achievements

The objective of the customer service goals is to ensure excellent customer experience is provided to both internal and external customers.

#### Enhance customers' payment experience

- Customer Service staff began implementation of a payment portal upgrade with Point & Pay with anticipation of completion in early 2025.

#### Enhance customer communications

- Staff continued to work on updating the District website.
- Prepared the Winter 2024/2025 newsletter for District customers.
- The District implemented a new after-hours answering service which enhances customer service and allows for digital tracking of after hours events.
- Field staff completed and submitted a lead service line inventory and made an interactive map available on the District website.

#### Maintain professional working relationships with outside agencies via continued networking

- Highline contacted King County requesting a new Franchise agreement to replace the recently expired agreement. King County placed the District in queue for franchise negotiations.
- Management finalized negotiations with the Port of Seattle regarding the Tyee well, executed a settlement agreement, and received a settlement payment for damages.

Throughout 2024, Customer Service personnel handled over 20,000 phone inquiries, while our Field staff conducted approximately 4,000 field visits to address a broad range of customer inquiries.

In early 2025, the District will implement an upgrade to the customer payment portal to enhance the online transaction experience. This update will enable text billing notifications and provide seamless integration with the District's billing software, ensuring real-time payment processing.

Customers continue to benefit from online account access, with 4,700 opting for paperless billing and 4,600 utilizing the autopay feature.

Billings	2022	2023	2024
Regular Bills	115,000	115,100	115,300
Electronic	26%	31%	33%
Final Bills	1,326	1,076	1,146



*In 2024, Winston Wilson, our beloved mascot and a dedicated member of the team for seven years, along with his master, Greg Wilson who was with the District for twenty-eight years, announced their retirement effective May 2025.*

### Fiscal Responsibility Goal Achievements

The objective of this section is to comply with the government accounting standards board (GAAP) and all other applicable financial regulations.

#### Maintain Generally Accepted Accounting Principles (GAAP) procedures and internal controls

- Finance researched and implemented the State Auditors Office (SAO) annual changes.

#### Complete financial software upgrade and provide training to staff

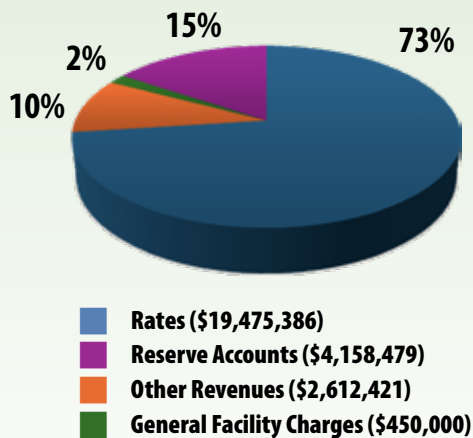
- The Finance Department implemented new financial software, Caselle, and provided District staff with initial training. Integrations were initiated between the finance software and asset management software.
- Created procedures for various workflows related to the new Caselle software.

#### Provide an ethical work environment

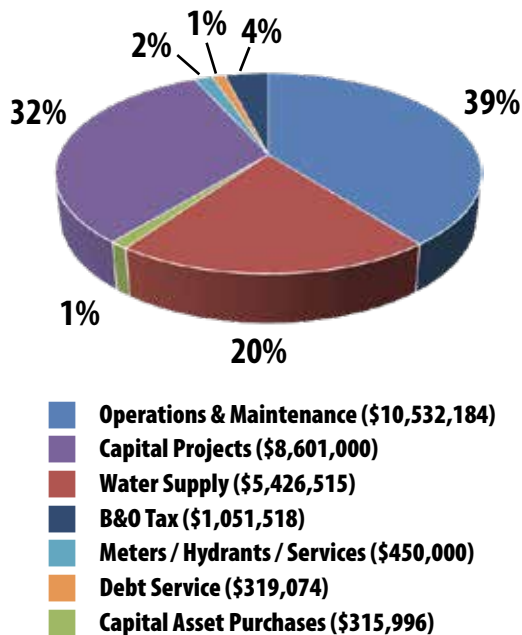
- Provided ethics policies to staff and the Board of Commissioners.
- Maintained compliance with Generally Accepted Accounting Principles (GAAP).
- Upheld strong internal controls, and consistently communicated its ethics policies.
- Produced regular quarterly and year-end financial reports.
- Received a clean audit for fiscal year 2023, reflecting the continued commitment to transparency and sound financial stewardship.



## 2025 Sources of Funds



## 2025 Uses of Funds



## 2024 Budget Recap

SOURCES OF FUNDS	Budget	Actual	% of Budget
Rates	\$19,262,219	\$19,196,128	99.7%
Other Revenues	\$1,991,559	\$9,710,992	487.6% <sup>1</sup>
General Facility Charges	\$450,000	\$474,385	105.4%
Reserve Accounts	\$3,051,404	(\$7,022,826)	-\$230.1% <sup>2</sup>
<b>TOTAL SOURCES OF FUNDS</b>	<b>\$24,755,182</b>	<b>\$22,358,679</b>	<b>90.3%</b>

USES OF FUNDS	Budget	Actual	% of Budget
Operations & Maintenance	\$9,785,203	\$8,726,119	89.2%
Water Supply	\$5,394,127	\$5,551,032	102.9%
Debt Service	\$363,796	\$363,796	100.0%
Capital Projects	\$6,621,015	\$5,443,720	82.2%
Meters/Hydrants/Services	\$450,000	\$316,343	70.3%
Capital Asset Purchases	\$1,112,006	\$986,016	88.7%
B&O Tax	\$1,029,035	\$998,901	97.1%
<b>TOTAL USES OF FUNDS</b>	<b>\$24,755,182</b>	<b>22,385,927</b>	<b>90.4%</b>

<sup>1</sup> Other revenues include Tyee Well settlement with the Port of Seattle.

<sup>2</sup> Negative reserve accounts indicate an increase in reserve accounts during the year.

## 2025 Board-Approved Budget

SOURCES OF FUNDS	Budget	% of Budget
Rates	\$19,475,386	73%
Other Revenues	\$2,612,421	10%
General Facility Charges	\$450,000	2%
Reserve Accounts	\$4,158,479	16%
<b>TOTAL SOURCES OF FUNDS</b>	<b>\$26,696,286</b>	<b>100.0%</b>

USES OF FUNDS	Budget	% of Budget
Operations & Maintenance	\$10,532,184	39%
Water Supply	\$5,426,515	20%
Debt Service	\$319,074	1%
Capital Projects	\$8,601,000	32%
Meters/Hydrants/Services	\$450,000	2%
Capital Asset Purchases	\$315,996	1%
B&O Tax	\$1,051,518	4%
<b>TOTAL USES OF FUNDS</b>	<b>\$26,696,287</b>	<b>100%</b>



# Infrastructure & Capital Improvements

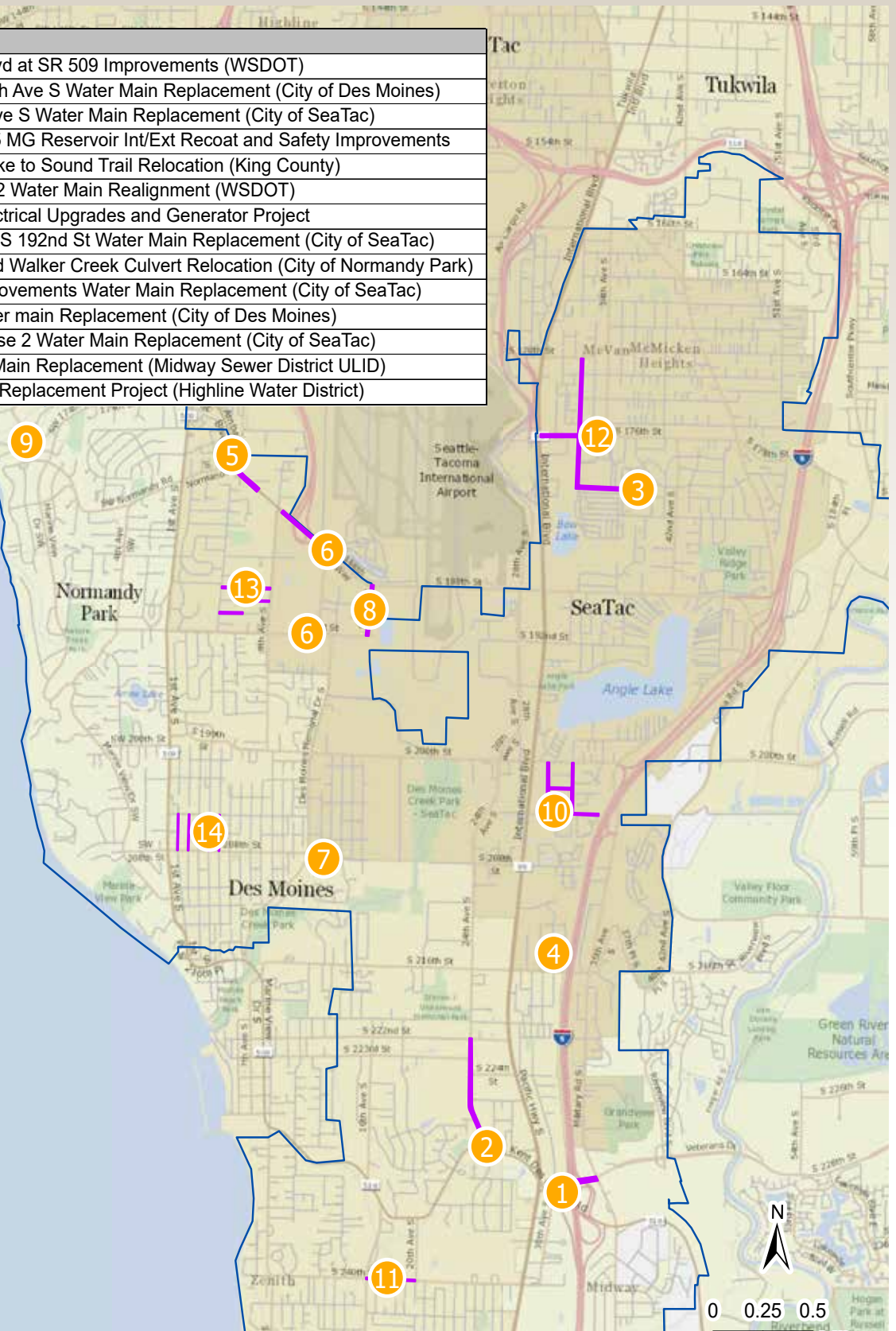
**Highline Water District's goal is to provide high quality and reliable water service to all customers in accordance with the rules and regulations governing water purveyors.**

NUMBER	CIP
1	18-2: International Blvd at SR 509 Improvements (WSDOT)
2	21-1: Des Moines 24th Ave S Water Main Replacement (City of Des Moines)
3	21-2: SeaTac 32nd Ave S Water Main Replacement (City of SeaTac)
4	21-3: Mansion Hill 2.5 MG Reservoir Int/Ext Recoat and Safety Improvements
5	22-1: King County Lake to Sound Trail Relocation (King County)
6	22-3: SR-509 Phase 2 Water Main Realignment (WSDOT)
7	23-1: DMTP/PS2 Electrical Upgrades and Generator Project
8	24-1: 16th Ave S and S 192nd St Water Main Replacement (City of SeaTac)
9	24-3: Miller Creek and Walker Creek Culvert Relocation (City of Normandy Park)
10	24-5: S 204th St Improvements Water Main Replacement (City of SeaTac)
11	24-6: S 240th St Water main Replacement (City of Des Moines)
12	25-1: 34th Ave S Phase 2 Water Main Replacement (City of SeaTac)
13	25-2: S 188th St AC Main Replacement (Midway Sewer District ULID)
14	25-3: AC Water Main Replacement Project (Highline Water District)

The District's Capital Improvement Program (CIP) is an ongoing effort with the primary mission to replace aging infrastructure with modern, more reliable technology and materials.

This page presents an overview with the location of each CIP project authorized by the Board of Commissioners; the following pages provide descriptions of each project.

For additional information on Capital Improvements, see the 2025 Capital Improvement Plan.



## Infrastructure & Capital Improvements

This section provides a summary of the District's 2024 Capital Improvement Program, highlighting select projects that demonstrate the scope and focus of recent investments. For detailed project listings, schedules, and budgetary information, refer to the District's 2025 Annual Budget Report.

Highline Water District's capital improvement efforts focus on strengthening the reliability, resilience, and long-term sustainability of its water system. In 2024, the District managed projects in various phases of design and construction, with scopes ranging from main replacements to facility upgrades.

A core component of the District's capital improvement strategy is timing water infrastructure work to align with roadway, pedestrian, and stormwater projects led by local and regional agencies. Coordinating efforts under a unified construction schedule reduces overall costs, shortens project timelines, and minimizes disruption to the community. This collaborative approach allows the District to be a responsible steward of ratepayer resources while delivering timely, efficient upgrades to critical infrastructure.

### 2024 By the Numbers

**\$6.4** Million in total capital additions

**14** Projects in planning, design, or construction

**7** Interagency project agreements

**2** Regional projects partnerships

**1** Reservoir upgrade and rehabilitation



*Project 18-2: SR 509 Freeway Extension*



## Infrastructure & Capital Improvements

### Projects in Planning, Design, or Construction

In 2024, the District managed fourteen capital projects in various stages of planning, design, and construction. These projects included main replacements, facility improvements, system upgrades, and collaborative efforts with outside agencies.

#### Highlighted Projects:

#### **2** 21-1: 24th Avenue South Water Main Replacement in Des Moines

The District replaced over 2,500 feet of aging water mains along 24th Avenue South, which included coordination with the City's stormwater infrastructure design. The project also served a corridor that includes two public schools. By integrating the water main replacement into the City's larger roadway improvement project, the water main construction was phased to maintain continuous service to the schools during construction, minimizing disruptions to the community.

- Budget: \$1.4 million
- Lead Agency: City of Des Moines

#### **7** 23-1: Des Moines Treatment Plant & Pump Station Upgrades

To improve emergency readiness, the District began designing comprehensive electrical upgrades to the site's electrical systems and initiated procurement of a new emergency 1.0 MW generator capable of supporting site-wide operations. Recognizing the importance of uninterrupted water supply during emergencies or power outages, this investment will ensure reliable operational continuity. The District will procure equipment in 2025 with construction to begin in 2026.

- Budget: \$1.3 million
- Lead Agency: Highline Water District



*Project 21-1: 24th Avenue South Water Main Replacement in Des Moines*

#### **14** 25-3: North Hill AC Main Replacement

Scheduled to begin in 2025, this project will replace approximately 7,000 feet of aging asbestos-cement pipe in the North Hill neighborhood of Des Moines. While not formally a continuation, it builds on a 2019 AC Main Replacement project completed by the District in the same area. Replacement of these aging water mains with modern materials ensures long-term reliability for residential customers and reduces the risk of costly emergency repairs. The District will coordinate with the city about restoration opportunities.

- Budget: \$2.3 million
- Lead Agency: Highline Water District



### Interagency Project Partnerships

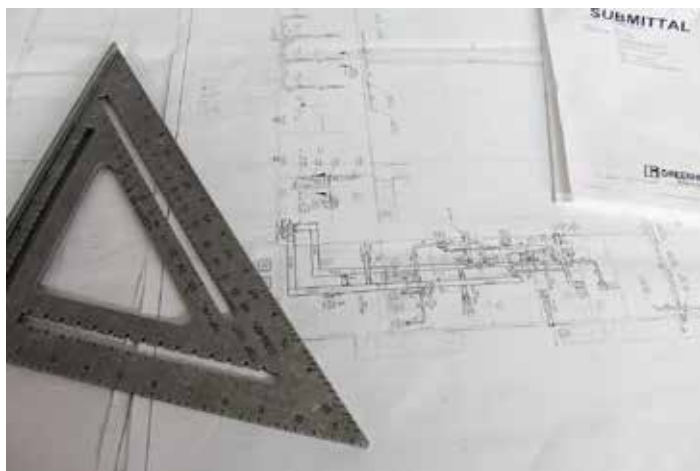
The District regularly coordinates with local cities and utilities to align infrastructure improvements with roadway, pedestrian, and stormwater projects. By combining efforts into a single, unified construction schedule, the District reduces costs, avoids repeated disruptions to the same corridor, and shortens delivery timelines. These strategic partnerships are central to the District's capital planning approach and reflect its commitment to efficient, coordinated service for the community.

#### Key Examples:

#### 11 24-6: S 240th Street (City of Des Moines)

The District initiated design for the replacement of approximately 2,600 feet of aging 10-inch asbestos cement water main along S 240th Street, between 16th Ave S. and 20th Ave S., incorporated with the City of Des Moines' planned roadway reconstruction. The corridor presented multiple conflicts with the City's planned stormwater infrastructure improvements, prompting early coordination to resolve spatial constraints. The project addresses aging materials while preparing the street for shared construction. Construction is proposed for 2025.

- Budget: \$1.1 million
- Lead Agency: City of Des Moines



#### 3 21-2: 32nd Avenue South Water Main Replacement (City of SeaTac)

Scheduled to start construction in 2025, this large-scale project involves the replacement of nearly 5,100 feet of cast iron and asbestos-cement water mains along a key corridor identified for stormwater and pedestrian enhancements by the City of SeaTac. The corridor includes multiple retaining walls and topographical constraints that increased design complexity. The District's improvements are scheduled alongside the City's pedestrian infrastructure upgrades to maximize efficiency and minimize repeated disruption in the area.

- Budget: \$3.5 million
- Lead Agency: City of SeaTac

#### 9 24-3: Miller Creek & Walker Creek Culvert Relocation (City of Normandy Park)

The District initiated coordination with the City of Normandy Park on culvert replacement and stream restoration projects at Miller Creek and Walker Creek. These projects are part of a larger effort to improve fish passage, replace aging stormwater infrastructure, and mitigate flood risk. To accommodate the City's planned culvert work, the District began design on water main relocations required to clear construction zones while maintaining service during construction.

- Budget: \$900,000
- Lead Agency: City of Normandy Park

## Regional Project Partnerships

Regional transportation projects can pose challenges to existing infrastructure. In 2024, the District worked closely with major regional agencies to coordinate relocations and preserve the reliability of the water system amid large-scale construction.

### Major Efforts:

#### 1 18-2: SR 509 Freeway Extension

The District continued a multi-year effort with the Washington State Department of Transportation (WSDOT) and their contractor Atkinson Construction to relocate approximately 6,500 linear feet of water mains throughout the District to accommodate the SR-509 expansion. Most relocation work was completed by year-end, with one remaining segment — a 12-inch main through the new Veteran's Drive tunnel — scheduled for installation in 2025.

- Budget: \$5 million
- Lead Agency: WSDOT

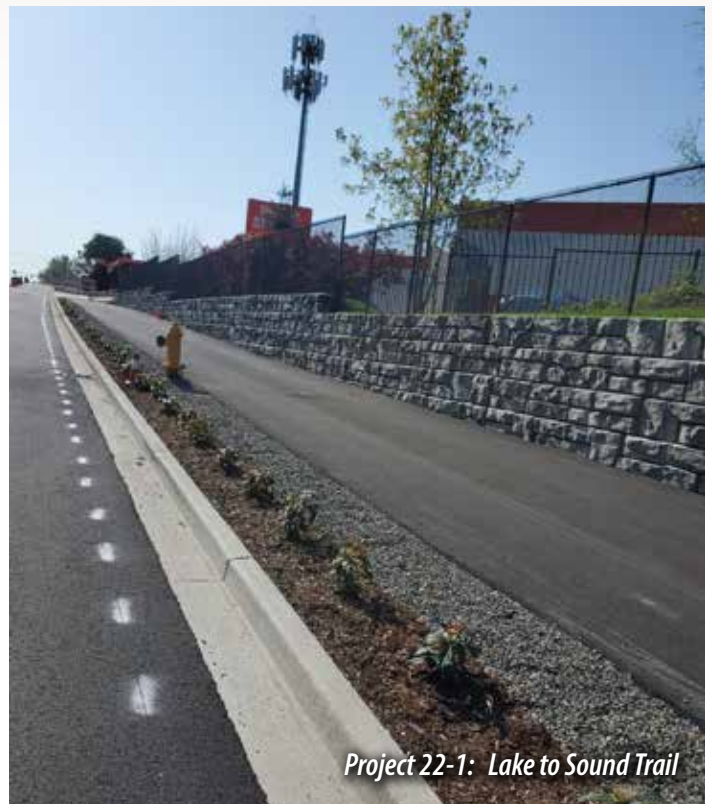


Project 18-2: SR 509 Freeway Extension

#### 5 22-1: Lake to Sound Trail

As part of King County's Lake to Sound Trail development, the District completed the relocation of 1,300 feet of 16-inch water main that conflicted with new retaining walls and grading features. The work was incorporated into the County's contract and built by their contractor SCI Infrastructure, reducing redundant construction efforts and minimizing impacts on the community.

- Budget: \$900,000
- Lead Agency: King County



Project 22-1: Lake to Sound Trail

### Reservoir Upgrade and Rehabilitation

A core highlight of the District's 2024 capital work was the rehabilitation of the Mansion Hill Reservoir (Project 21-3). Built in 1959 and last recoated in 2002, the structure required significant maintenance to preserve its long-term functionality, and necessitated safety improvements for District personnel during inspections and maintenance. Improvements included:

- Full interior and exterior recoating
- Lead abatement in compliance with current standards
- New stair access and perimeter guardrails for safety

T. Bailey Inc. began construction in 2024, with the initial structural improvements completed by the end of the year and final completion anticipated in early 2025. This project protects the integrity of one of the District's largest storage facilities and supports the reliable delivery of water to customers throughout the service area.

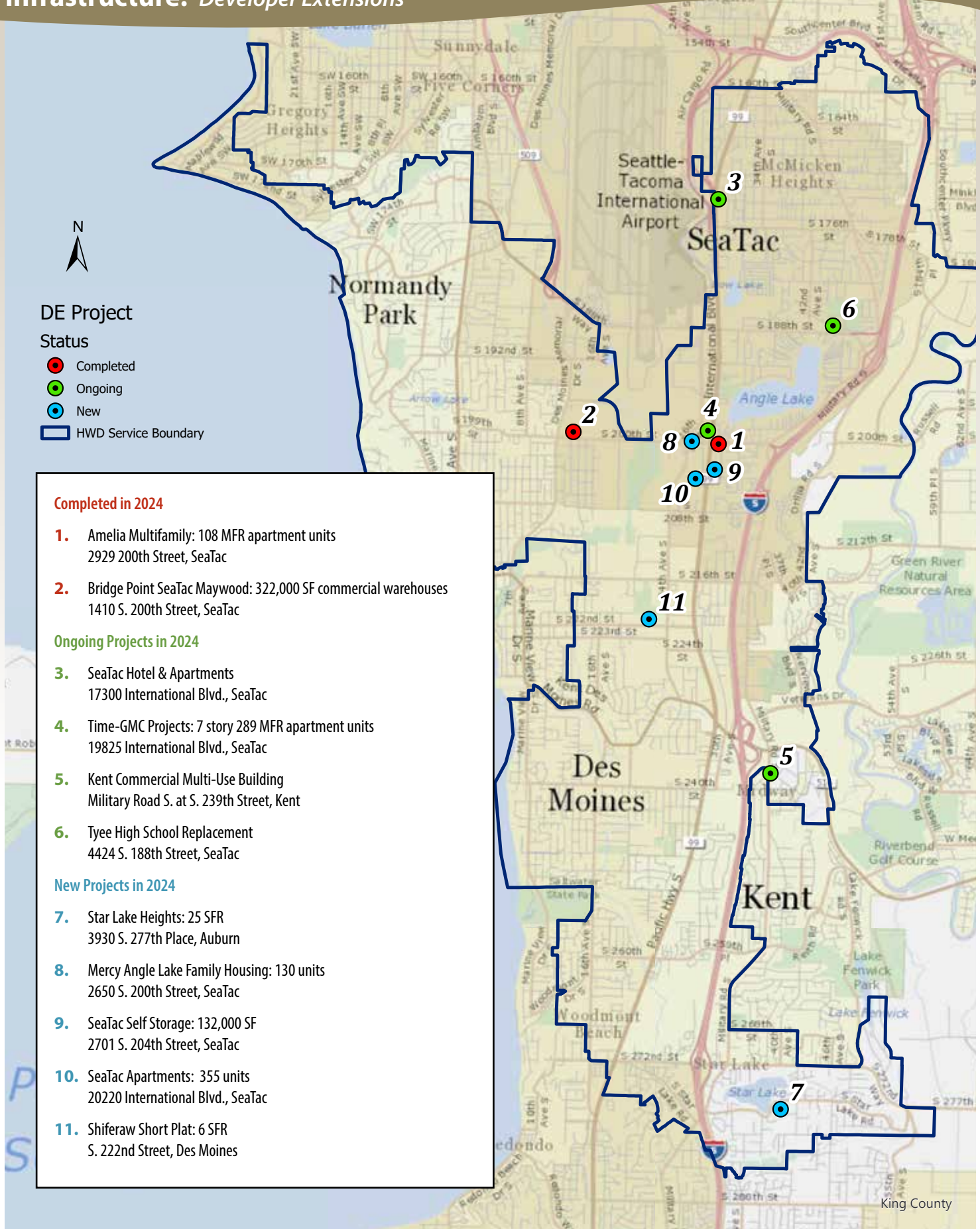
- Budget: \$3 million
- Lead Agency: Highline Water District



### Conclusion: Infrastructure That Works

The District's 2024 Capital improvement Program reflects a focused approach to maintaining reliable service, managing infrastructure risk, and extending the life of critical assets. By aligning projects with regional construction schedules and investing strategically in aging system components, the District continues to deliver practical, long-term improvements to its water system. Additional detail on capital planning and future projects is available in the District's annual budget report.





# 2025 Goals and Objectives

Key Goals Identified for 2025 include:

## 1. Commitment to a Quality Workforce

**Objective:** Attract and retain top talent by providing staff with opportunities for growth and success, ensuring a versatile and skilled workforce.

- Support cross training and development.
- Cultivate and sustain a high-caliber leadership team.
- Update District standards and procedures.
- Ensure staff have all necessary tools and equipment to work efficiently and effectively.

## 2. Water Quality Goals

**Objective:** Provide continuous, safe drinking water and reliable fire protection that meets and exceeds federal and state standards.

- Maintain a 0.4 ppm minimum chlorine residual in distribution system.
- Comprehensive water sampling and reporting.
- Enhance cross connection controls.

## 3. Customer Service Goals

**Objective:** Provide excellent customer service to internal and external customers.

- Improve customer payment options.
- Enhance customer communication.
- Maintain professional working relationships with outside agencies through continued networking.

## 4. Fiscal Responsibility Goals

**Objective:** Uphold government accounting standards and foster financial transparency.

- Maintain Generally Accepted Accounting Principles (GAAP) compliance and internal controls.
- Complete financial software upgrade and provide training to staff.
- Promote an ethical work environment.

## 5. Reliable Infrastructure and Water Delivery

**Objective:** Maintain and enhance District infrastructure to guarantee reliable water delivery.

- Enhance security and mitigation efforts.
- Perform infrastructure maintenance and improvement.
- Maintain system monitoring and testing procedures to ensure ongoing quality and efficiency.
- Support infrastructure investments for system reliability.





**Our mission is to provide high quality water and excellent customer service while effectively managing District infrastructure for a reliable water system today, and for future generations.**

## **This Annual Report is proudly provided by Highline Water District**

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