

2014



Annual Report

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.

History of District

Highline Water District was formed following a special election on August 12, 1946. Since its initial formation, the District has experienced several annexations, mergers, and withdrawals which result in the District's currently established boundary. Today, the District serves portions of seven cities including Burien, Des Moines, Federal Way, Kent, Normandy Park, SeaTac and Tukwila along with portions of unincorporated King County and the Port of Seattle. The current retail service area is approximately 18 square miles and serves a population of over 69,000 people.

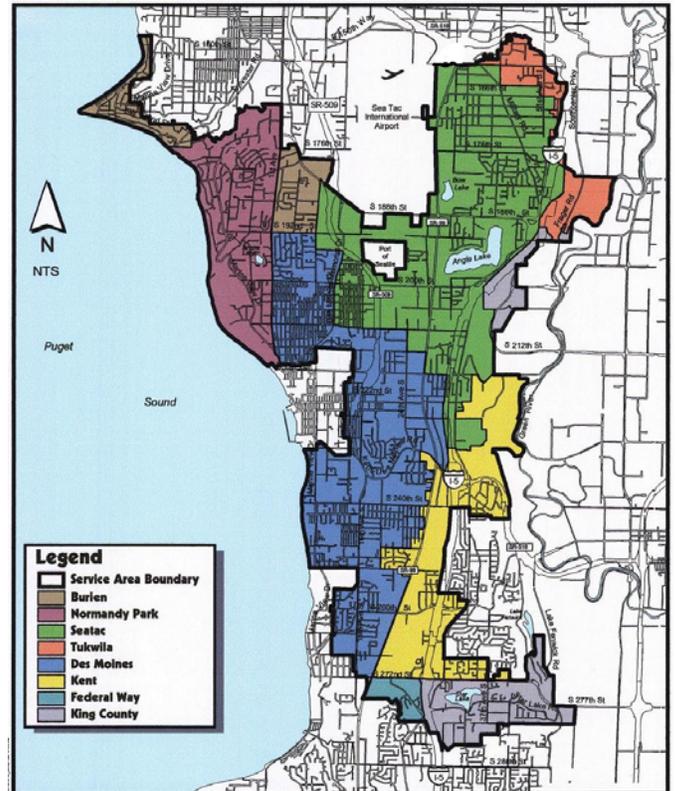
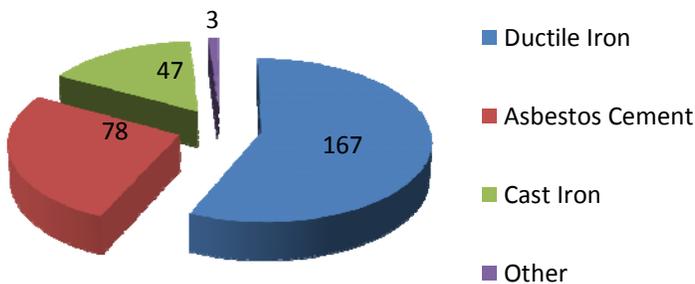
System Inventory

The District's transmission and distribution system is comprised of six pump stations, nine water storage facilities totaling 21.35 MG, eleven pressure zones, 29 pressure reducing stations, ten emergency interties and over 295 miles of water main ranging from 2-inch to 36-inch in diameter. Seattle Public Utilities supplies approximately 66% of the systems water through three source locations. The remaining 34% water source is produced through four District owned groundwater wells and three treatment facilities. At the end of 2014, the District had 18,336 active meters, ranging in size from 5/8 inch to 8 inch, including 112 3-inch and larger meters.

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Miles Of Water Main by Type



CAPITAL IMPROVEMENT PROGRAM

The District's Capital Improvement Program (CIP) is an on-going effort with the primary mission of improving the District's aging infrastructure with modern, more efficient, reliable technology and materials.

In 2014, the District was substantially complete with five CIP projects consisting of the replacement/abandonment of approximately 13,800 linear feet, or 2.6 miles, of aging water main. In addition, the District converted the Des Moines Treatment Plan from Chlorine Gas to Onsite Sodium Hypochlorite Generation for disinfection. The completed 2014 projects include:

Substantially Complete Projects

Project 11-3 - Des Moines Gateway Project Segment 1

The Project included the replacement of approximately 2,450 LF of 12" AC water main along 24th Ave S from S 216th St to S 208th St. The main was relocated to accommodate new road construction and storm drainage improvements by the City of Des Moines for the Gateway Project. The City's contractor, DPK Construction completed the water work for the District. The final construction cost was \$532,614 and funded by water rates and capital reserves.



Project 12-1 - Military Road Water Main Replacement

The District replaced approximately 4,500 LF of 12" AC and 500 LF of 8" AC main along Military Road S between S 166th St to S 176th St. The work also included converting several services from the 560 Pressure Zone to the 600 Pressure Zone to boost relatively lower pressures for the residents on the east side of Military Road. The work was necessary to accommodate the City of SeaTac's road and storm improvements along the section of road. The District entered into an Interlocal Agreement with the City and their contractor, Johansen Excavating, constructed the project on behalf of the District. The water work was substantially complete by summer 2014 with the overall project to be complete in early 2015. The final construction cost for the water work was approximately \$1.22 million funded by water rates and capital reserves.



Project 13-1B - Military Road at Angle Lake Water Main Replacement

The District maintains several small 4" and 6" diameter AC water mains along the northwest, south and east side of Angle Lake in the City of SeaTac. The mains are located within existing easements on private property along the lake and within Military Road between 46th Ave S and S 198th St. Projects 13-1A and 13-1B includes the replacement of approximately 8,900 LF of smaller diameter main with new, modern materials around the Angle Lake neighborhood that is nearing the end of its useful life.

Project 13-1B included the replacement of approximately 3,050 LF of main along the Military Road section of the project. Buno Construction was awarded the project in August 2014. Construction began in September and the Board authorized an additional 360 LF of main in November 2014. The project was completed in January 2015 with a final construction cost of \$987,000. The project was funded by water rates, capital reserves and a PWTF loan.

COMPLETED PROJECTS 2014

Project 13-2 DMTP Hypochlorite Generation Project

In May 2012, the District received a Notice of Violation from the City of SeaTac Fire Department stating the number of chlorine cylinders stored at the Angle Lake Wellhead was in excess of the type of occupancy for the building. This was the first violation the District received since building was constructed in the 1980's.

The District evaluated options and selected an alternative to convert the method of chlorination from chlorine gas to an Onsite Hypochlorite Generation System at Des Moines Treatment Plant. The benefit of switching to a single, onsite system is that the District would eliminate the need for hazardous gaseous chlorine at both the Angle Lake and Des Moines Wellheads.

As part of the project, the Board authorized an upgrade of the SCADA system at the treatment plant along with the OSHG system work. The District advertised and awarded the project to Gary Harper Construction on April 4, 2014 for \$252,762. The work was completed in October, 2014 with a final construction cost of \$237,318. The project was funded by water rates and capital reserves.



Project 13-5 S 179th St Water Main Replacement

The District replaced an existing 8-inch diameter AC water main along S 179th St between 42nd Ave S and Military Road S as part of the City of SeaTac sidewalk improvement project. The water main was originally installed in 1958 and the District elected to replace the water main due to the relative age/type of existing pipe and the change in road grade by the City resulting in insufficient cover. The project included the installation of approximately 2,800 LF of 8-inch ductile iron pipe along with services, hydrants and other water main appurtenances.

The City awarded the contract to Hoffman Construction with a bid of \$392,136. for the water portion of construction. In October 2014, the Board authorized an additional 220 LF of AC main replacement along 46th Ave S. The overall project was complete by the end of 2014. The final construction cost was \$403,908, including the additional work authorized by the Board. The project was funded by water rates and capital reserves.



*For a complete list of CIP projects,
see <http://www.highlinewater.org/publications/capital-improvements.aspx>*

ONGOING and NEW PROJECTS for 2015

The District will continue with its aggressive approach to capital reinvestment in the system in 2015. Three existing and one new water main replacement projects are scheduled for design and/or construction in 2015. Approximately 18,600 linear feet, or 3.5 miles of water main is scheduled for installation/replacement. The District has budgeted approximately \$5.5 million in Capital expenditures for 2015. The active CIP projects in 2015 are as follows:

Project 13-1A Angle Lake Water Main Replacement (private properties along lake)

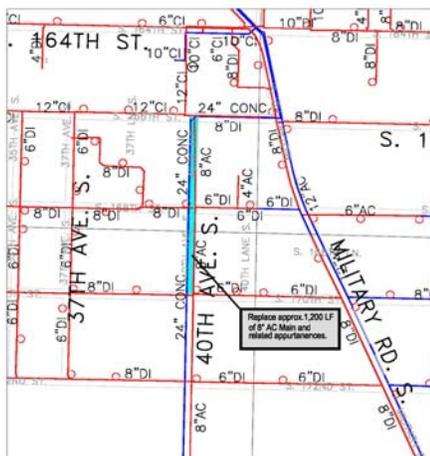
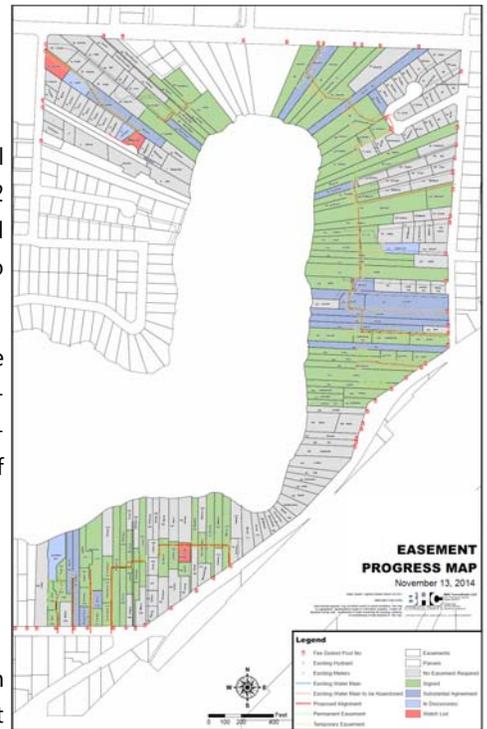
Project 13-1A, the second project for the work along Angle Lake on private property, will be wrapping up design and starting construction in 2015. (See Project 13-1B on page 2 for additional information) Work includes obtaining approximately 105 permanent and temporary construction easements. Construction will begin in 2015 and is expected to be complete in 2016.

The District is funding the project in part, with Public Works Trust Fund monies. The District was approved for a \$2.21 million loan to cover expenses in Project 13-1A and 13-1B. The total project cost for Project 13-1A is budgeted for \$3,121,781. Overall, between the two projects, the District anticipates an investment in the Angle Lake area of over \$4.3 million.

Project 13-3 City of SeaTac 24th/28th Ave S Extension (S 200th St - S 208th St)

The City of SeaTac has identified the need to connect 28th/24th Ave S between S 200th St and S 208th St to support the SeaTac Regional Growth Center (STRGC). The project will be the last segment to complete a five lane arterial from S 188th St to S 216th St. The project will create a parallel alternative to SR 99 for aviation support freight vehicles.

The District does not have any water mains within the project segment. Water mains for new hydrants will need to be constructed along the roadway. The estimated project length is 1,350 LF with pipe size to be determined during design. The project is scheduled for construction during the summer of 2015 and will require an Interlocal Agreement with the City of SeaTac who will construct the improvements on behalf of the District. The District has budgeted \$392,925 for the project and is funded by rates.



14-4 - 40th Ave S
Watermain Replacement Project
between S 166th St & S 170th St

Project 14-4 40th Ave S Water Main Replacement

In May 2014, the City of SeaTac selected the segment of 40th Ave S between S 166th St and S 170th St as the project for the 2015 Sidewalk Improvement Program.

The District operates an existing 1,200 LF 8-inch diameter AC water main along the project. The District would benefit by replacing the main along with the City's road project.

The Board authorized a design contract with Parametrix, Inc on July 16, 2014. The City plans to advertise the project for construction in summer 2015. The District will execute an Interlocal Agreement with SeaTac in early 2015. The District has allocated \$387,500 for the total project costs to be funded by existing water rates.

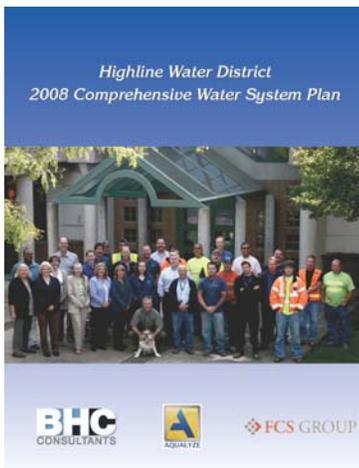
ONGOING and NEW PROJECTS for 2015

Project 14-3 Manhattan View Water Main Replacement

The District, in its continuing effort to replace aging small diameter AC water mains, selected the Manhattan area in Normandy Park as a candidate for a future CIP. The project area is generally bounded between 2nd Ave SW and 7th Place SW in the residential neighborhood north of SW Normandy Road. The area is served by approximately 10,500 LF of small diameter AC pipe ranging in size from 4-inch and 8-inch. The area is subject to relatively higher pressures and the District has experienced several breaks in the past.

The District retained the services of Gray and Osborne for design and survey. Construction is tentatively scheduled to begin in 2015, but the final schedule is to be determined. The District has allocated \$2.92 million for project costs to be funded through rates and capital reserves.

14-3 Water Main Replacement Area
Manhattan View



Project 14-1 2015 Comprehensive Water System Plan Update

Water purveyors are required to update their Comprehensive Water Plans every six years as identified in WAC 246-290-100. An update of the District's current plan will need to be completed by Summer 2015.

The District retained the services of Carollo Engineers to develop the new plan. The plan will focus on a 10 year and 20 year planning horizon in the event DOH allows plan updates to be extended to 10 years. In addition to the update, Carollo will update the existing hydraulic model and evaluate several different supply scenarios to be used as part of a potential future Lakehaven supply.

The District has budgeted \$90,000 and \$160,000 for years 2014 and 2015, respectively for the full update of the Comprehensive Water System Plan.

Project 14-2 560 Zone Lakehaven South Supply Study and Design

Lakehaven Utility District (LUD), a regional partner in the new Tacoma Treatment Plant, will begin receiving filtered water from the source in 2015. LUD has approached the District to discuss selling an average of 2.0 MGD to Highline Water District.

Carollo, the consulting firm developing the District's Water System Plan, is tasked to begin the initial planning effort as part of the update. Subsequent planning efforts will be identified once the initial feasibility is analyzed.

The District has allocated \$50,000 in the 2015 budget for studies and evaluations. The budget for 2016 includes \$550,000 for capital improvements and other studies/evaluations. Upon completion of the initial study effort, more detailed budgets of necessary expenditures can be performed. The initial funding for the project is by rates and capital reserves.

Project 15-1 Tyee Well Rehabilitation

The Tyee Well is one of four production wells operated by the District. From the initial operation of the well, the District experienced a gradual decline in instantaneous production over time. Today, the well is producing approximately 370 gpm and is being rested on weekends to help recovery.

Project 15-1 will be to study and implement a more permanent solution to increase production over the long term. The District spent approximately \$5,000 in 2014 to study options for a long-term solution to rehabilitate the well to increase production. The planning work will continue into 2015. For 2015, \$250,000 is budgeted to plan and implement the recommendations of the study. Funding for the project will be by water rates and capital reserves.



DEVELOPER EXTENSIONS



The Board of Commissioners accepted as complete the Normandy Park Market developer extension project valued at \$92,278 in 2014.



Ongoing - Projects in 2014	Location
Belvedere Apts Multi Family Units	S 209th & 39th Ave S Seatac
Cedarbrook Lodge Building Addition	18525 36th Ave S Seatac
King County Bowlake Transfer Station New Regional Sanitation Facility	S 187th & Orillia Rd Tukwila
SeaMar Health Center New Family Living facility	24200 Pacific Highway S DesMoines
Sound Transit Light Rail Extension & Parking Garage	S 200th & 28th Ave S Seatac

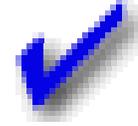
New - Projects in 2014	Location
Blueberry Lane 64 Single Family Units	S 194th & Des Moines Memorial Dr. Des Moines
Artemis Hotel 8 Story Hotel	22406 Pacific Highway S Des Moines
Panattoni Development Light Industry Facility Phase 1 Gateway Project	S 208th & 24th Ave S Des Moines



Rendering of Artemis Hotel by Belay Architecture

TRAINING AND SAFETY

ALL HAZARDS/SAFETY COMMITTEE GOALS



- § Continue to update and review Emergency Management Plan and Safety Manual
 - § Continue monthly all hazard/safety meetings
 - § Continue to educate staff about new or updated safety issues
 - § Prevent injuries and no time loss due to on-the-job injuries
-
- An employee exercise room was created and equipped with equipment for use by District Employees during lunch or off hours. The purpose of the exercise room is to encourage healthy behaviors and life styles.
 - HWD adopted the international SDS sheet changes. New binders were purchased and are displayed in the main office as well as the well and treatment plant sites. Training was presented to employees during two all staff safety meetings.
 - Due to safety concerns, the Safety Committee spearheaded the removal of the trees at the front fence. People were living in the alcove formed by the trees prior to their removal.
 - Annual Fit Tests of personal protective masks was completed. These masks are used for entry into potentially hazardous confined spaces.
 - Earthquake safety was discussed and a catastrophic roll play event was presented.
 - Emphasis was placed on team responses to issues that could be present during an earthquake.
 - Annual Hearing Tests were performed on field personnel in December.
 - Lighting throughout the District facility and surrounding garage and parking area was repaired and/or added per Safety Committee recommendations.
 - An ergonomic seat was purchased and installed in Truck 71
 - Back Injury and prevention was discussed. District staff purchased new office chairs to prevent back and neck pain.

L & I Injuries		
Year	No. Incidents	No. days Time Loss
2010	1	44
2011	3	78
2012	1	49
2013	0	0
2014	1	1

TRAINING SESSIONS COMPLETED

- Fork Lift Operator
- Confined Space
- Competent Person
- CPR
- 1st Aid
- Defensive Driving
- Asbestos Pipe Handling
- Fire Extinguisher Use
- Heat Stress

The L&I experience factor was 1.05 for 2014 and will be 0.7884 for 2015.

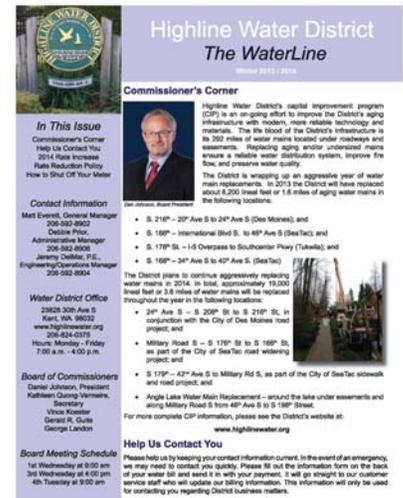
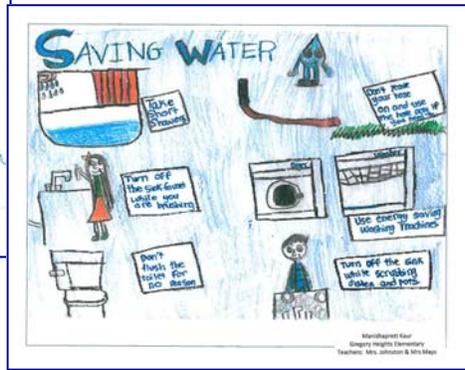
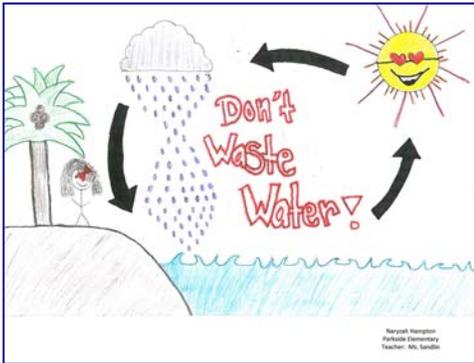
PUBLIC INVOLVEMENT AND EDUCATION

PROFESSIONAL ORGANIZATIONS/LOCAL JURISDICTIONS GOALS:

Remained involved in AWWA, WASWD, Seattle Operating Board and other professional organizations
 Maintained positive relationships with neighboring city officials and staff

ENVIRONMENTAL EDUCATION

The District hosted a poster contest for local 4th & 5th graders and made a calendar showcasing the top 12 posters. Nine classes participated this year, with some really nice artwork from the students.



Participated in SPU regional conservation efforts

REPORTS/BROCHURES

The District presented the Consumer Confidence Report to the customers on our website only. Postcards with a link to the report were mailed instead of the full report saving the District thousands of dollars in postage and printing costs. The CCR may be found on the following link:

http://www.highlinewater.org/media/40814/2013_ccr.pdf

The District prepared two semi-annual newsletters (*The Waterline*) and updated various informational brochures: (Rates, General Facilities Charges, Main Cleaning Program, Family Emergency Assistance, and the Web site

STATE LEGISLATORS/LEGISLATION GOALS

To remain aware of and involved in State legislative issues that pertain to Water Districts, commissioners and General Manager regularly attend W.A.S.W.D. meetings.

Support legislation to increase the current threshold (<\$20,000) requiring Water Districts to let projects by contract.

CUSTOMER SERVICE GOALS

PROVIDE EXCELLENT CUSTOMER SERVICE Over 28,000 Calls were logged in 2014

BE ACCURATE AND CONSISTENT WHEN PROVIDING CUSTOMERS WITH INFORMATION

Newsletter, Web Page, Door Tags, Message(s) on Customer Billings

§

Bills Sent	2014
Regular bills	117,603
4.6% of Bills sent by e-mail	5,146
Final bills	1,295
Tenant accounts	1,472

CONSISTENTLY TREAT CUSTOMERS WITH RESPECT AND DIGNITY

CALL BACK VOICE MESSAGE(S) WITHIN 24 HRS

RESPONSE TIME FOR EMERGENCIES

- § Within a half hour during working hours
- § Within one hour after normal work hours

RESEARCH CUSTOMER ACCOUNT ACCESS SOFTWARE

- § Improve customer access and convenience to account information and online bill payment

SCHEDULED SHUTDOWNS

- § Notify customers a minimum of 48 hours in advance
- § Restore service within average of six hours or less

FOLLOW-UP WITH CUSTOMERS TO ENSURE THEY ARE RECEIVING EXCELLENT SERVICE

- § The District sends out approximately 200 comment cards yearly

1. What type of contact did you have with our personnel?

By telephone E-mail

In person U.S. Mail

Observed in the field

2. What was the nature of the work or inquiry?

Start or stop service

Question on billing

Rates

Water Quality

Other (please specify) _____

3. Were our employees courteous and helpful?

Yes No

4. Were your questions answered and your problem handled to your satisfaction?

Yes No

5. After the contact did you have a good understanding of our company policies?

Yes No

6. If any follow-up action was necessary, did we handle it promptly?

Yes No

ADMINISTRATION GOALS

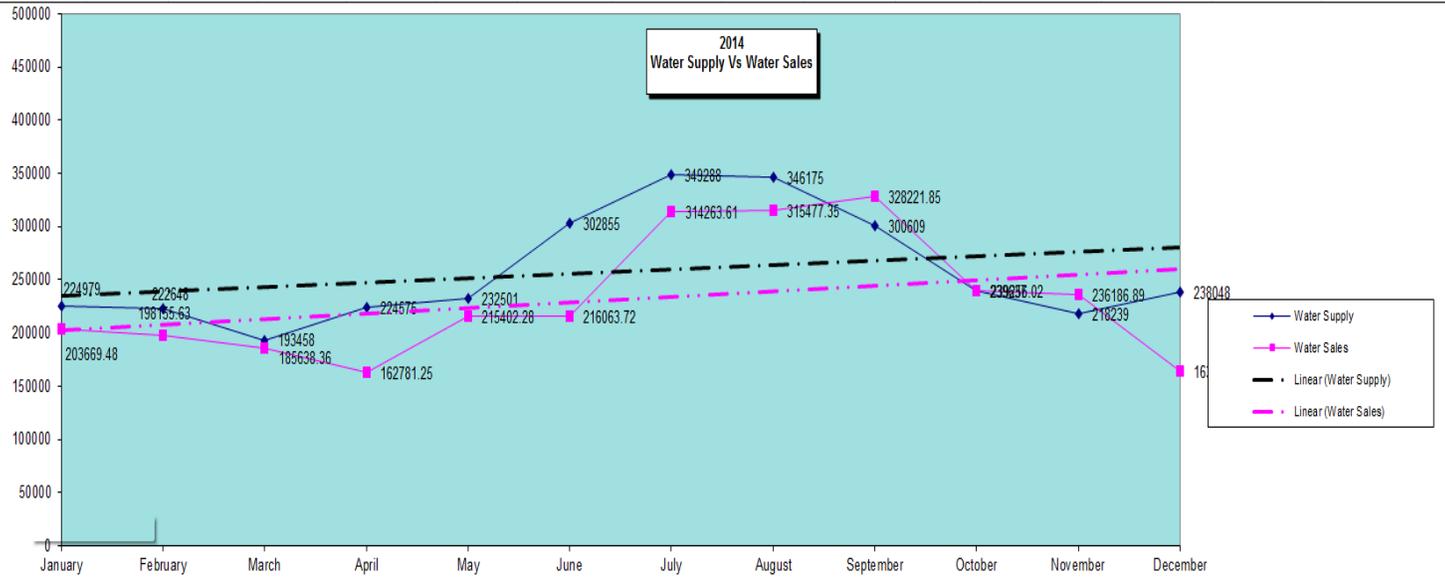
ENSURE COMPLIANCE WITH GOVERNMENT ACCOUNTING STANDARDS BOARD

- § Developed and communicated the District's Ethics policies to staff and Board annually
- § Continue to provide an ethical work environment
- § Provided accurate quarterly and year-end financial reports to the Board in a timely manner
- § Provided accurate Annual Report to the State Auditor in a timely manner
- § Invited Board of Commissioners to exit meetings with State Auditor - The District received another clean Audit for year 2013
- § Maintained GAAP procedures and maintain proper internal controls
- § Economic Stability – Maintain rates $\leq 1\%$ of median household income

CONTINUE UPDATE OF GUIDELINES FOR PURCHASING AND CONTRACTING

CONTINUE UPDATE OF JOB DESCRIPTIONS WITH "ESSENTIAL JOB FUNCTIONS" FOR ADA REQUIREMENTS

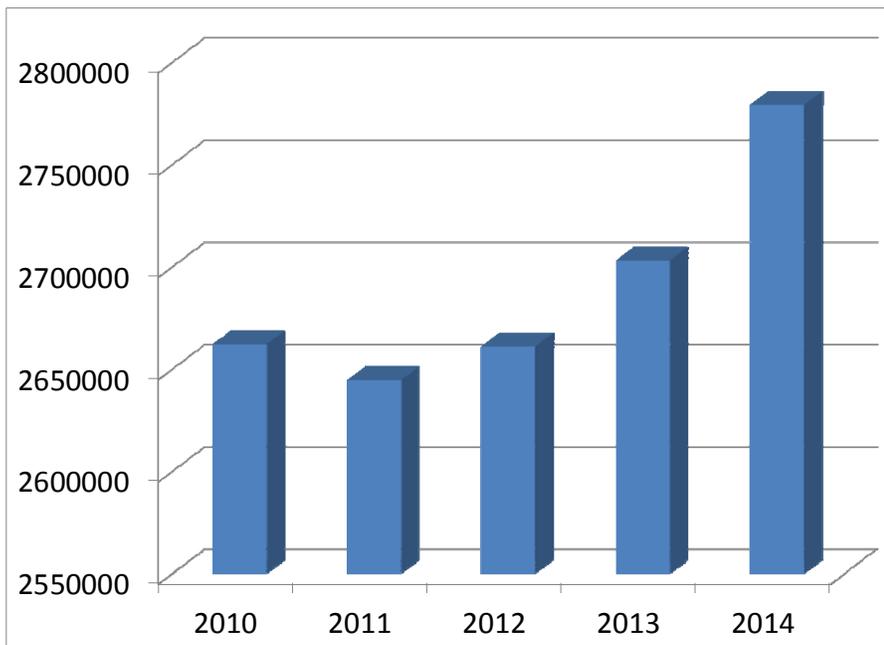
WATER SALES DATA



Water Production Goals

The annual goal for water production from the District’s four wells is 960,000 CCF. The actual production in 2014 was 933,990 CCF. The reason the goal was not achieved is due to the continued decline in production from the Tye Well. The 2015 Production goal has been revised to 940,000 CCF.

CCF



Water Consumption by Year

Year	Meters	Billed (CCF)
2010	18,116	2,661,812
2011	18,144	2,644,611
2012	18,166	2,660,829
2013	18,268	2,703,074
2014	18,336	2,779,089

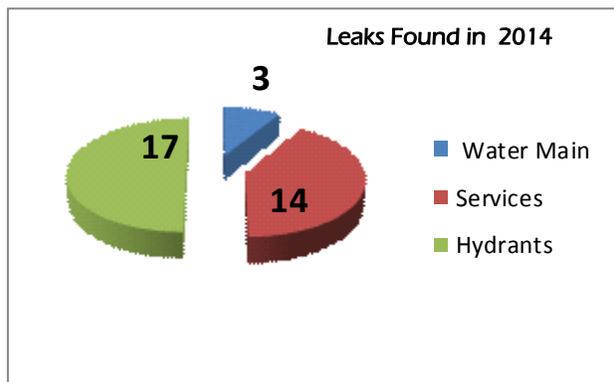
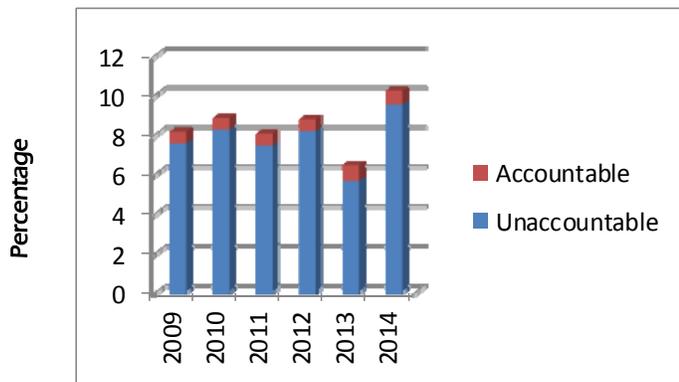
LEAK DETECTION AND WATER LOSS GOALS

LEAKS/UNACCOUNTED FOR WATER GOALS

- § Keep unaccounted water usage below 10% (reference WSDOH Water Use Efficiency Requirements)
Unaccounted for water was 9.47 percent this year.
- § Continue monitoring for unmetered water connections/uses - No unmetered connections were found in 2014
- § Repaired 34 detected leaks discovered during the leak detection process
- § Performed annual leak detection on 105.5 miles of main line and services (98 mile annual goal)

Non-Revenue Water

A.W.W.A. GOAL IS < 10%



Leaks and Water Loss

On average, the District experiences 9-10 water main breaks per year, but there was only one break reported for 2014. Typically, leaks are the result of numerous causes which may include ground settlement, tree roots, or a contractor working in the area. These breaks cost the District lost revenue and time.

In an effort to avoid unexpected problems before they occur, District crews leak detected 105.5 miles of water main to look for leaks in the system. As a result of these efforts, they found and fixed leaks on 3 mains, 14 services and 17 hydrants before they became bigger problems. Fixing these combined leaks saves millions of gallons of water from being wasted.

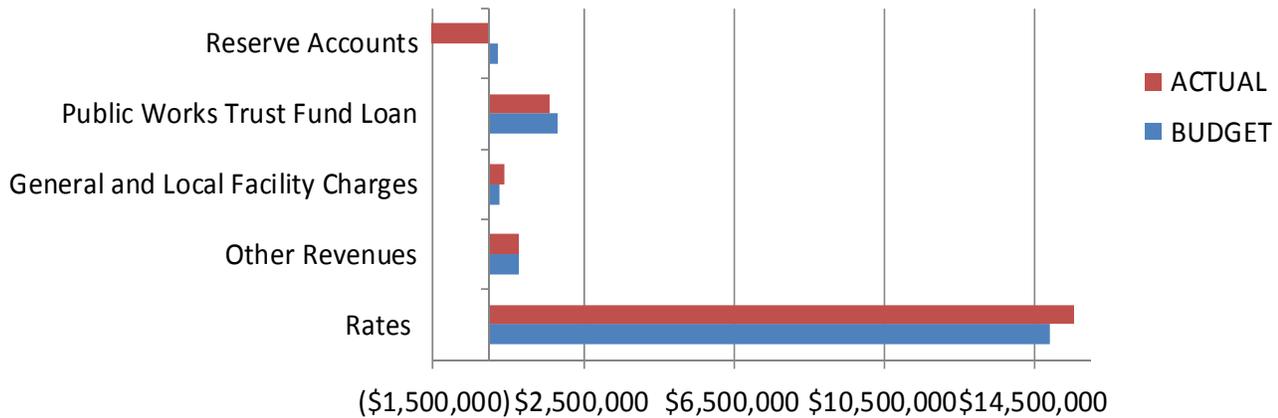


2014 Budget Recap

2014 Sources of Funds

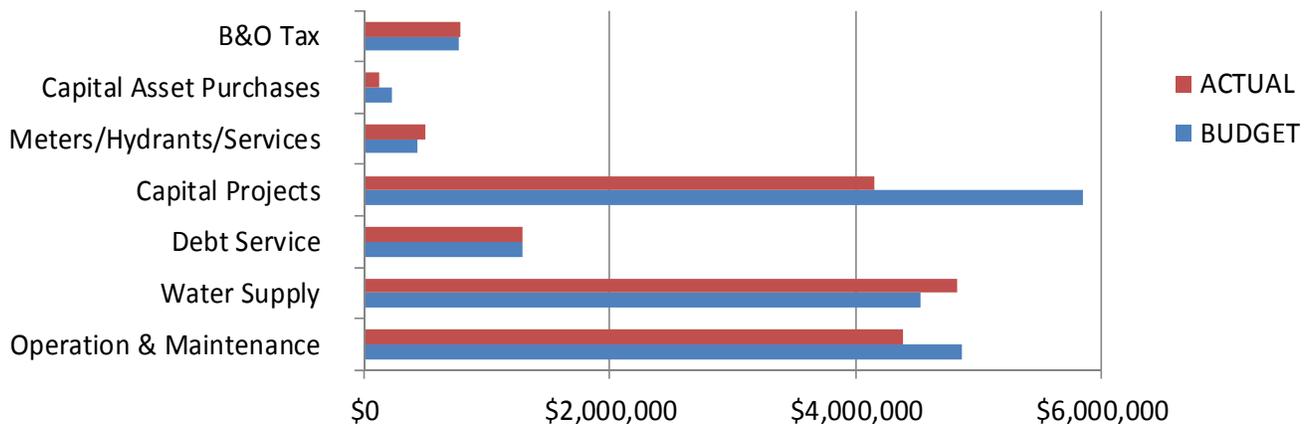
(Unaudited)

	BUDGET	ACTUAL	% OF BUDGET
Rates	\$14,918,445	\$15,543,121	104.2%
Other Revenues	\$771,353	\$759,187	98.4%
General and Local Facility Charges	\$250,000	\$369,705	147.9%
Public Works Trust Fund Loan	\$1,800,000	\$1,593,819	88.5%
Reserve Accounts	\$204,767	(\$2,206,277)	-1077.5%
TOTAL SOURCES OF FUNDS	\$17,944,565	\$16,059,555	89.5%



2014 Uses of Funds

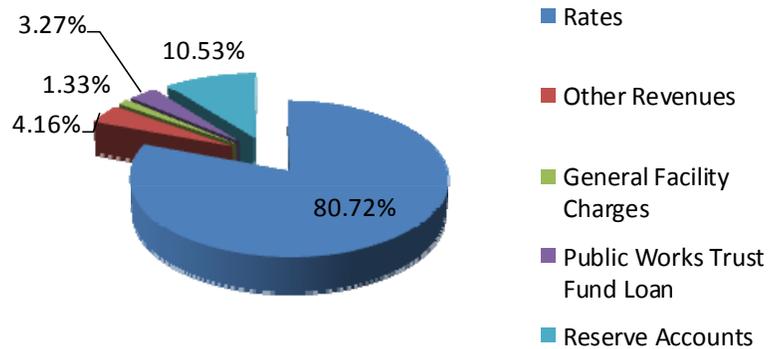
	BUDGET	ACTUAL	% OF BUDGET
Operation & Maintenance	\$4,863,457	\$4,393,781	90.3%
Water Supply	\$4,531,133	\$4,833,966	106.7%
Debt Service	\$1,284,957	\$1,284,957	100.0%
Capital Projects	\$5,852,220	\$4,151,997	70.9%
Meters/Hydrants/Services	\$425,000	\$495,592	116.6%
Capital Asset Purchases	\$219,165	\$121,116	55.3%
B&O Tax	\$768,633	\$778,146	101.2%
TOTAL USES OF FUNDS	\$17,944,565	\$16,059,555	89.5%



Board Approved 2015 Budget

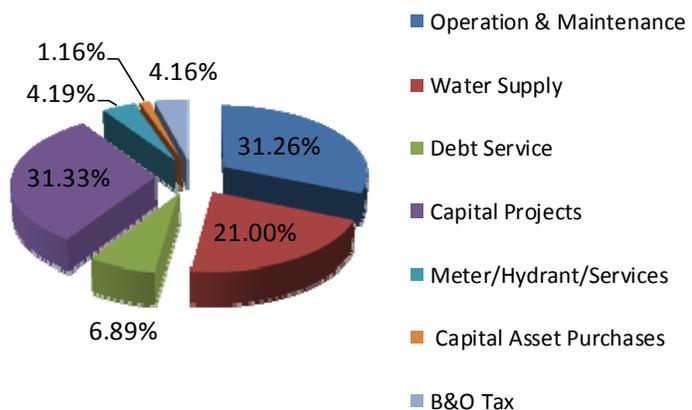
2015 Sources of Funds

Rates	\$15,205,055	80.72%
Other Revenues	\$783,553	4.16%
General Facility Charges	\$250,000	1.33%
Public Works Trust Fund Loan	\$616,182	3.27%
Reserve Accounts	\$1,983,125	10.53%
TOTAL SOURCES OF FUNDS	\$18,837,915	100.00%



2015 Uses of Funds

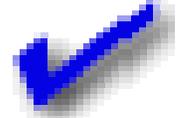
Operation & Maintenance	\$5,888,862	31.26%
Water Supply	\$3,955,568	21.00%
Debt Service	\$1,298,722	6.89%
Capital Projects	\$5,902,497	31.33%
Meters/Hydrants/Services	\$790,000	4.19%
Capital Asset Purchases	\$219,000	1.16%
B&O Tax	\$783,266	4.16%
TOTAL USES OF FUNDS	\$18,837,915	100.00%



WATER QUALITY GOALS

PROVIDE HIGH QUALITY WATER

- § Comply with DOH WAC 246-290 monitoring requirements
- § Maintain Cross-Connection Control Program per District standards
- § Maintain fluoride concentration in accordance with regulatory agencies recommendations
- § Maintain pH concentration between 7.8 and 8.2 mg/L in distribution system
- § Maintain Wellhead Protection Plan



All goals met or exceeded

RESPONSIVE TO CUSTOMER NEEDS

- § Address water quality inquiries in a professional and thorough manner
- § Respond within one hour to water quality complaints

TANK CLEANING/DISINFECTION

- § Clean/disinfect each of the District's nine (9) tanks on a 5-year schedule

MAIN FLUSHING

- § Flush all distribution main lines every five years (58 miles annually)
- § Flush approximately 420 dead-end mains annually
- § Maintain chlorine residuals in the distribution system between 0.2 mg/L and 1.6 mg/L

TREATMENT PLANT OPERATORS

- § Remove a minimum of 90% iron and manganese and manage tank water levels to maximize water turnover
- § Maintain PH, Chlorine and Fluoride levels as mentioned in water quality goals

Water Quality Recap

Highline Water District is providing high quality water that meets applicable state and federal standards.

In 2014, the District began monitoring for contaminants as listed in the Unregulated Contaminant Monitoring Rule (UCMR3). This monitoring provides the Environmental Protection Agency (EPA) data to support EPA's decisions on whether or not to regulate these contaminants.

Customer concerns regarding water quality were addressed in a timely and professional manner as identified in our District goals. This past year, we responded to 58 inquiries categorized in the following breakdown of 11 taste, 10 color, 20 odor, 1 staining and 16 miscellaneous. On these interactions with our customers – a site visit was scheduled and an evaluation was conducted. The customers were advised of any remedial action that the staff would complete and/or suggestions given that could help with the concern.

Other water quality facts include:

- Prepared Consumer Confidence and Water Use Efficiency reports in an electronic format to reduce postage
- Continued with the District's high velocity, dead-end and perimeter flushing programs to promote water quality in the distribution system
- Tested over 850 samples for water quality purposes

OPERATIONAL and PREVENTATIVE MAINTENANCE GOALS

HYDRANTS

- § Coordinated and standardized hydrant maintenance with local fire districts
- § Continued aggressive policy of policing or monitoring hydrant use by third parties
- § Cleaned and painted 20% of hydrants each summer (815 Completed of annual 600 goal)
- § Replaced nine fire hydrants

VALVES

- § Operate/maintain approximately 1,200 smaller diameter valves each year (5yr- cycle) 1,771 Completed
- § Annually operate/maintain approximately 173 larger diameter valves (greater than 12")
- § Annually operate/maintain approximately 343 "hard to find" valves

METERS

- § Maintain Radio Read System – Replace batteries and defective MXU's as needed 796 replaced
- § Tested accuracy of small meters per current AWWA recommendations
- § Tested accuracy of three to eight inch meters annually
- § Replaced 244 (1-1/2" and larger) meters
- § Inspected 6,457 meters and boxes for location and accessibility (6,000 Annual Goal)
- § Spot checked 100 older 5/8" and 3/4" meters for accuracy

TREATMENT PLANT AND PUMP STATIONS

- § Produced 933,990 ccf of water annually from District sources
- § Routinely checked for vandalism and operational problems
- § Continued development of proactive preventive maintenance schedule. Use Lucity system to assist
- § Implemented on-site hypochlorite generation at the Des Moines Treatment Plant for the Des Moines and Angle Lake wells

MAINS/SERVICES

- § HWD crews completed four (4) small water main replacement projects (< \$20,000 each)
The crew replaced 858 LF of main on 4 small projects
 - S 158th St. at 47th Ave. S.
 - 40th Ave S. at S. 168th St.
 - SW 203rd St. at Marine View Dr.
 - S 257th Pl. at 16th Ave S.
- § Utilized Asset Management Program to identify aging infrastructure/appurtenances for replacement
- § Identified opportunities to partner with cities for public works projects
- § Replaced 45 deficient services
- § Checked 168 of 752 District easements for encroachments (5yr-cycle)

OPERATIONAL and PREVENTATIVE MAINTENANCE (CONT.)

- § Checked all PRV Stations monthly and clean annually
- § Rebuilt PRV stations per manufacturer’s recommendations (based on installation date) - 10 were rebuilt



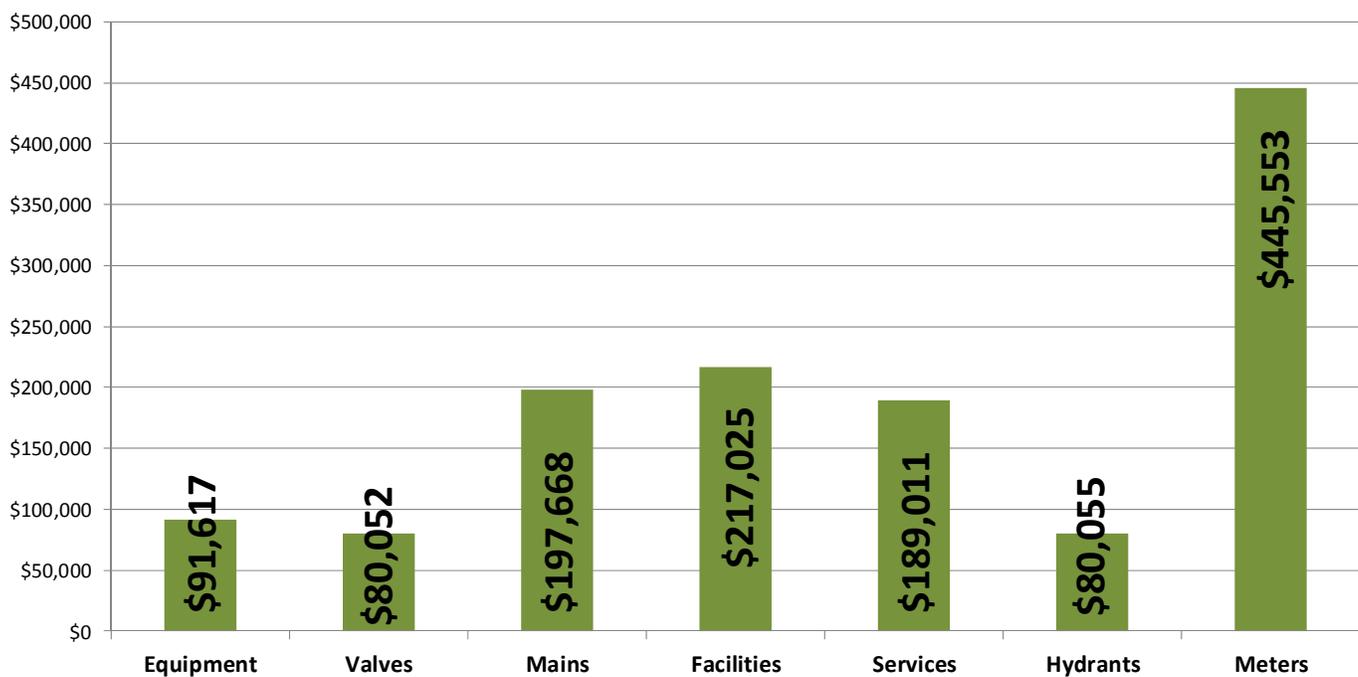
Typical PRV Vault installation

- § Rebuilt seven (7) of thirty four (34) Control Valves per year on a 5-year schedule - Completed

UNEXPECTED SHUTDOWNS

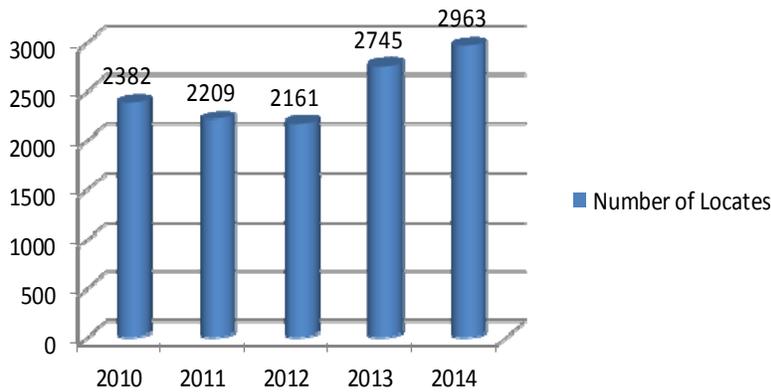
- § Restored service within an average of eight hours or less.
- § There were a total of 4 unexpected shutdowns in 2014. All were repaired the same day with the goal of all shutdowns to be completed in less than 8 hours of interruption.

Cost of Work Orders



LOCATES

Number of Locates by Year



Locate Type	Count
Emergency	54
Marked	987
Out of District	417
Private Property	736
No Highline Water	137
Other	632
Mis Marked	0



The District had 2,963 line location requests in 2014, including 987 field locates. The rest did not require a site visit. The number of locates called in for private property has increased dramatically as the result of new laws that require homeowners to call before they dig deeper than 18 inches on their property. This takes a lot of time to sift through all the requests to make sure that all requests are met on a timely basis.

This year we started a new process of tracking the type of call to the locate number and work order. Photos (similar to the one above) are attached to the work order for future reference in case of error or any damage that may occur at a job site.

Reports (see example at right) can be generated about the quantity, and type of requests that we received. Notes can be written in our Work Order system that are saved with each locate request.

Utility Locate Summary Report 11/20/14
9:28 AM

Original Loc #	Locate Type	Request #	Work Order #	Call #
11/1/2014				
14315420	Marked		14-004709	11/1/2011
11/2/2014				
14315580	Private Property			11/2/2011
11/3/2014				
14315502	Marked		14-004715	11/3/2011
14315580	Marked		14-004716	11/3/2011
14315580	Marked		14-004717	11/3/2011
14315510	Marked		14-004718	11/3/2011
14315516	Marked		14-004723	11/3/2011
14315527	Marked		14-004724	11/3/2011
14315582	Marked		14-004730	11/3/2011
14315544	No Highline Water			11/3/2011
14315541	Private Property			11/3/2011
14315288	Out of District			11/3/2011
14316702	No Highline Water			11/3/2011
11/4/2014				
14306598	Asphalt Restoration			11/4/2011
14317227	Asphalt Restoration			11/4/2011
14316885	Marked		14-004725	11/4/2011
14317950	Marked		14-004727	11/4/2011
14317897	Marked		14-004729	11/4/2011
14318245	Marked		14-004738	11/4/2011
14318093	Out of District			11/4/2011
14318098	Out of District			11/4/2011
14317828	Cancelled			11/4/2011
14317974	Previously located			11/4/2011
14317933	Out of District			11/4/2011
11/5/2014				
14318810	Previously located			11/5/2011
14318218	Previously located			11/5/2011
14318785	Private Property			11/5/2011
14319230	Out of District			11/5/2011
14318228	Marked		14-004731	11/5/2011
14318711	Marked		14-004732	11/5/2011
14318639	Marked		14-004739	11/5/2011
14319372	Marked		14-004740	11/5/2011
14318647	Marked		14-004741	11/5/2011
14318730	Marked		14-004742	11/5/2011
14318789	No Highline Water		14-004743	11/5/2011
14318903	No Highline Water		14-004744	11/5/2011
14318916	Marked		14-004745	11/5/2011
14318982	Marked		14-004746	11/5/2011
14318983	No Highline Water		14-004747	11/5/2011
14318915	Out of District			11/5/2011
14318492	Cancelled			11/5/2011
14318702	Out of District			11/5/2011

OTHER GOALS

COMPUTER SYSTEM

- § Tested and implemented tablet technology for operational staff to improve efficiencies - 2 new I-pads were purchased for field staff to use when on-call and locating. They are improving access to records.

GIS/GPS/MAPPING

- § Maintain GPS of new/replacement infrastructure - 3,527 meters were GPS located in 2014
- § Continued to keep as-built maps current
- § Continued to train Field staff in use of GPS equipment

OFFICE

- § Kept office building and grounds clean and well maintained - The office was repainted and new carpeting installed, giving the office an updated look and feel.
- § Cleaned debris from gutters and downspouts semi-annually or more often if needed - Trees were removed from the front of the building to keep debris from falling into the gutters and onto the roof.

PARTS INVENTORY

- § Continue to improve reconciling parts to Work Orders
- § Strive for <5% loss inventory - After inventory was complete there was less than a 1% loss.

VEHICLES/EQUIPMENT

- § Kept clean and well-maintained
- § Maintained a proactive preventive maintenance schedule - Lube Oil Filter is scheduled by odometer reading or mileage for each of the vehicles.
- § Reduce fuel consumption whenever possible
- § Complete Vehicle Inspection Work Order in a timely manner - Inspection Work Orders generate weekly.

EMERGENCY MANAGEMENT and MITIGATION EFFORTS

- § Emergency Management Team and Safety Committee will continue to update and keep the Emergency Response Plan current
- § Management & Telemetry Department worked on creating protocols/best practices with security system (Phase 2)
- § Performed software and device upgrade of security system
- § Evaluated functionality of security system
- § Continued on-going security improvements at District facilities per Vulnerability Assessment and Hazard Mitigation Plan

FIRE HYDRANT SECURITY

- § Continued to monitor hydrants to ensure they are being used properly and with District authorization

TRAINING/EDUCATION/EXERCISES

- § Conducted a simulated earthquake tabletop exercise and/or conduct at least one emergency drill . It was a good reminder of what each persons roll would be in the event of an emergency.

SERVICE AWARDS



John Spindler
Construction Observer

John is one of the few to reach this great milestone with the District. He started work with Highline in 1984 and has worked as a meter reader, a field crew member, and now is a construction observer. He had a very busy year overseeing several projects at one time and still found time to GPS over 3,500 meter locations.

30



Delylah Silva
Customer Service

Delylah is a valuable part of the customer service team. She greets people at the front desk each day. If she is not helping customers at the counter, she is busy with phone calls.

When she is not helping customers she also works on customer billing and final accounts.

5



Brandon Hoesel
PM/Operations

Brandon is on the Preventive Maintenance team, he works on flushing the lines, repairs to hydrants and vaults and much more. He took a break from his regular duties this year to be cross-trained in using the automated reading equipment for meters. He is always looking for better and more efficient ways to work.

15

Todd works at the wells and treatment plants keeping them all functioning and delivering the best possible water to our customers. He watches the readings from the wellheads and pump stations to see what is the best time to run them for best results.



Todd Smith
Operations

15



Congratulations



Debbie Prior
Administrative Manager

Debbie started in the finance department as an accounting clerk and worked her way up to her current position as the Administrative Manager. Debbie attended college courses while working her full time job.

20

Sandi has been with the District for 15 years, she plays an instrumental role in the accounting department ensuring everything is posted correctly to the general ledger and assisting with annual report to the State Auditor's office. Sandi is also responsible for the District's payroll along with many other duties.



Sandi DeChon
Accounting Specialist Lead

15

Employee of Year



Congratulations to John Spindler chosen as Employee of the Year for 2014. John has over 30 years of experience working for the District. He began as a meter reader and worked his way up to his current position as a construction observer. When he is not working on a contract, he serves as the District's GPS guy. He goes out and uses our GPS unit to collect the position and attribute data of new facilities added to the District along with capturing the position of every meter!

Contact Information

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Engineering /Operations Manager	(206) 592-8904
Administrative Manager	(206) 592-8906
Customer Service/Billing Inquiries	(206) 824-0375
Developer Extensions	(206) 592-8924
Water Quality	(206) 592-8920



Board of Commissioners

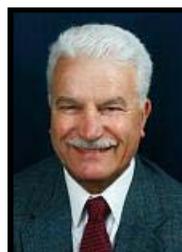
2014 President



Daniel Johnson



Kathleen Quong-Vermiere



Jerry Guite



Vince Koester

2014 Secretary



George Landon