

THE WATER LINE

May 2020

Nob Hill Water Association

Edition 78



Look inside for our annual water quality report!

Notice:

Due to COVID-19, public access into the office is no longer permitted for the protection of the public and our employees. Customer payments may be made by phone, 509-966-0272, on our website www.nobhillwater.org, or left in the drop box at the front of the building.

Thank you for your patience and understanding during this time.

Holiday Closures

May 25th
July 3rd-4th
September 7th

Nob Hill Water
Board of Trustees

Mike Kokenge, President.

Jeff Stevens, Sec./Treas.

Shelley Marquett, Trustee

Chris Schlect, Trustee

WATER LOSS PROGRAM

You've all heard of "Where's Waldo?" but for Nob Hill Water, the question is, "Where's Joel?"

Some of you may have already seen Joel out in the Nob Hill Water System with his headphones and listening device. That's because Joel was hired in the Fall of 2017 to help implement a Water Loss Program.

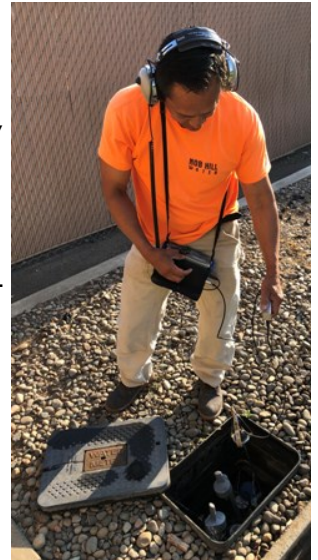
Before Joel's arrival, Nob Hill Water had been experiencing an increase in non-revenue water for several years. Nob Hill participated in a Department of Health water audit to try and figure out how to reduce the lost water. The water audit indicated that the problem might be in the real losses category, meaning leaking in distribution mains and services.

While there is a multitude of ways to help find these leaks, Nob Hill Water decided to try the most straightforward approach first, which is listening to each service connection for a leak. So, since the Fall of 2017, Joel has been out in the system listening for leaks. To date, Joel has found over 200 service line leaks that were not surfacing!

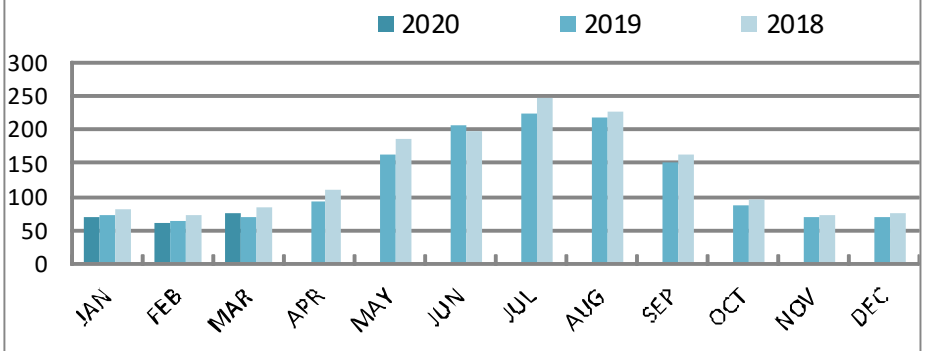
Once Joel has heard the leak, then our replacement crew replaces the service line from the meter to the mainline. Finding and repairing these leaks has significantly reduced Nob Hill Water's non-revenue water.

The water savings from 2017 to 2019 is approximately 300 gallons of water per minute, 24 hours a day, 365 days a year.

Thanks, Joel, for helping Nob Hill Water save millions of gallons of water!



Nob Hill Water Annual Usage History



TESTING

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It's that time of the year again! Nob Hill Water certified Backflow Assembly Testers will be out in your neighborhood testing backflow assemblies, as required by the Department of Health. Annual testing helps to ensure safe drinking water for everyone. If your assembly does not pass or needs necessary changes as required by law, you will receive notification from our office. Currently, this is a free service for Nob Hill Water customers.



Service Outages

Our web site is updated to contain a "Services Outages" section. This section will provide information on any service outages—planned or emergent. Be sure to check the web page for the most current information.

Nobhillwater.org

Don't Forget To Check Your Sprinklers



Don't set it and forget it! When you start up your lawn's sprinkler system this spring, take a moment to double-check the settings on your sprinkler controller. Sprinkler systems can use a lot of water and making sure you only water when you want to will help prevent any surprises in your water bill.



**AUTOMATIC
PAYMENTS**



With automatic payment, you no longer have to remember to pay your bill each month. The amount equal to your bill will be automatically withdrawn from your bank account and used to pay your bill.



**You can now sign up online
via our Customer Portal!**

The Water Line
Nob Hill Water Association
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