

In this issue

Water use efficiency report	2
Meet the CWA staff team	2
Sign up for emergency alerts	3
Annual water quality report	4

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CWA staff

Lenore Heffernan,
Business Manager
Dan Peterson,
Operations Manager
Peter Turner,
IT Analyst
Andrew Turner,
IT Analyst
Russell Marler,
Field Tech

Board meetings

Board meetings are at 2 pm on the third Tuesday of each month. Call the office at (360) 387-9136 to confirm the meeting location.

Water office reopens after a year of Covid restrictions

As of May 3, the Camano Water Association office is staffed and open to customers again.

All CWA employees are fully vaccinated and follow the health guidelines from Island County and the State of Washington.

Office hours

Office hours are 8 am to 3 pm Monday to Friday, and closed on observed holidays (see **Important Water Dates** on this page). The office is located at 82 W. Monticello.

Visitors to the CWA office are asked to wear a mask and keep six feet of physical distance.

Paying your bill

You can sign up for automatic bill pay. You can also mail or drop off your check or money order payment in the drop box. Cash payments are discouraged and should never be mailed or dropped in the drop box.

While late fees were suspended in March 2020, they will resume with the September 1 bill. Call the CWA office at (360) 387-9136 to make payment arrangements if necessary.

Remember that CWA does not process online or credit card payments. Aside from automatic bill pay or your bank's bill pay service, CWA is not set up to take payments from third-party online payment services, credit cards, debit cards, or PayPal.

Board meetings

Contact the office in advance of monthly board meetings if you have an issue to discuss and to confirm the meeting location. Reach the office at info@camanowater.com or (360) 387-9136.



The CWA office is open again for in-person business. Hours are 8 am to 3 pm Monday to Friday. Masks and distancing are still required.

Important water dates

Mark your calendar with the following important dates about your water service:

- July 5: Office closed for Independence Day
- July 6: July bills mailed
- July 20: Board meeting
- August 17: Board meeting
- September 6: Office closed for Labor Day
- September 7: September bills mailed
- September 21: Board meeting
- October 19: Board meeting
- November 6: Annual members meeting

To view the CWA calendar for the year, go to camanowater.com and click the **Calendar** tab. You can also print the year-at-a-glance CWA calendar.

Sign up for easy automatic bill payments from your bank account.

Improved household water conservation and system leakage in 2020

In early 2020, Camano Water Association (CWA) overhauled the treatment plant by replacing three old and inefficient transfer pumps with three new ones.

This improvement is among the top reasons why water leakage was just 1.7 percent in 2020 in a water system that produced nearly 56 million gallons of water throughout the year. This leakage rate is significantly lower from the 7.4 percent seen in 2019.



Installing new pipes and valves throughout the CWA system has helped reduce water leakage. Learn more in the Water Use Efficiency Report available on camanowater.com.

Another reason for the improvement is the systematic replacement of old pipes and the installation of new meters throughout the water distribution system.

In addition, with a water consumption total of nearly 55 million gallons across 1,158 households, in 2020 CWA households averaged a water usage of 130 gallons per day, half the national household average of 260 gallons per day. CWA households have consistently averaged water usage of less than 200 gallons per household per day since 2009. This was true even in 2020, which saw more people at home because of the pandemic.

CWA held a public meeting in May to get feedback from members about water conservation goals for the next six years. The goal will remain the same as before, which is to reduce household water consumption by an average of five percent per year for the next five years.

Read more about efforts to improve water conservation in the two-page **2020 CWA Water Use Efficiency Report** posted on the web at camanowater.com and submitted to the Washington State Department of Health.

Reports are also available from the CWA office upon request.

New technician joins the Camano Water Association professional team

With the addition of **Field Technician Russell Marler** in April, your Camano Water Association team has expanded to five professionals.

Russell works closely with **Operations Manager Dan Peterson**, and together they are responsible for water system operations and maintenance, equipment maintenance, routine operations, water sampling, testing, customer service, and regulatory compliance.

Business Manager Lenore Heffernan is responsible for customer service, billing, accounting, payroll, board meeting coordination, communications, and office management to ensure that the CWA business office efficiently supports its members.

IT Analysts Peter Turner and Andrew Turner are responsible for data collection, analysis, and reporting of water system data. They also

handle tracking and recordkeeping of tests, meter replacement, water quality, system flushing, and inventory. They manage special projects and computer operations.

All five staff members are in the field or back in the office, making sure your water meets health and safety standards in the most cost-effective and professional manner.

Annual meeting November 6

The Camano Water Association (CWA) annual membership meeting will be held 9:30-11 am on Saturday, November 6.

The meeting location will be announced in the Fall issue of this newsletter, and will depend on pandemic restrictions at the time.

All CWA members are encouraged to participate and vote for three board trustees.

The meeting will also include reports on finances, capital improvements, maintenance, and upcoming projects.

Sign up for Island County emergency alerts

We've been living in a sort of state of emergency for more than a year. Now that Covid cases in our area are dropping and more people are vaccinated, we can channel that emergency experience toward other areas where we can be better prepared — like power outages, flooding, and earthquakes.

Depending on the nature of the emergency and how your area is affected, you might need to shelter in place with no services available for a week or more. Or, you might need to quickly grab your loved ones and your essentials and evacuate your neighborhood at a moment's notice.

To prepare for sheltering in place, always have at least a five-day supply of food, water, and medicine. To prepare for an evacuation, assemble a go-bag for each family member and have them near the door or near your vehicle.

All Camano Island residents are encouraged to sign up for emergency alerts to make sure the Island County Department of Emergency Management can reach you in the event of an emergency. To sign up, go to www.islandcountywa.gov/DEM/Pages/Alert-and-Warning.aspx.

Camano Water Association (CWA) continues to work on its safety and security projects. The latest project has been to install new generators at the office and at one of the reservoirs. These will keep water and business going even in a power outage.

For more information about the CWA emergency preparations or about preparing your household for disaster, contact CWA at (360) 387-9136 or visit www.camanopreparednessgroup.org.

What uses the most water in your home?

The average American household uses 150-260 gallons of water each day. Here are facts about average water use in the kitchen, bathroom, and laundry room.

Kitchen sink, for food prep, dishes, etc.	20 gallons per day
Kitchen faucet water flow rate	1.5 gallons per minute
Kitchen faucet with aerators	0.3 to 2 gallons per minute
Dishwasher, pre-2009	25 gallons per cycle
Dishwasher, post-2009	5 gallons per cycle
Bathroom sink, for brushing teeth, shaving, etc.	15 gallons per day
Regular toilet	3.5 to 5 gallons per flush
Low-flow toilet	1.6 gallons per flush
Regular shower head	2.5 gallons per minute
Low-flow shower head	1.3 to 2 gallons per minute
Bathtub	Up to 50 gallons
Clothes washer, pre-2011	30-35 gallons per wash
Clothes washer, post-2011	6 gallons per wash



This pressure tank was installed in a new pressure pump station to maintain good water pressure at a new development at the top of a hill off Elger Bay Road.

To clear discolored water, run your outside then inside faucets for a while.

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2020 drinking water quality report now available on the CWA website

The Camano Water Association (CWA) 2020 Annual Drinking Water Quality Report is now available for your review.

Also known as the Consumer Confidence Report, you can find the report by visiting camanowater.com and clicking **2020 Water Quality Report**. Or, contact the CWA office at info@camanowater.com or (360) 387-9136.

The four-page report summarizes where your water comes from and how it's treated to make sure the

water comes to you clean, fresh, and safe.

CWA tests your water quality regularly for chemicals like copper and manganese, organic compounds, and coliform bacteria. The results of the 2020 water quality tests of more than two dozen substances are detailed in the report.

If you'd like additional information about what's in your water or if you have suggestions on how we can better serve you, please contact the CWA office.



Workers install new pumps in the expanded treatment plant in early 2020. The CWA treatment plant includes filtration tanks, a chlorine generator, and transfer pumps, all working to remove certain minerals and organic impurities before the water is distributed to your home.

CWA: Providing quality drinking water to people in the Camano Country Club area.