Meetings of the Board of Commissioners are now hybrid meetings. The public is welcome to attend in-person at the District Office or remotely through the Zoom meeting platform.

Join from a PC, Mac, iPad, iPhone or Android device:
   Please click this URL to join. https://us02web.zoom.us/j/83622875715
Or join by phone:
   Dial (for higher quality, dial a number based on your current location):
   US: +1 253 215 8782 or +1 253 205 0468 or +1 669 444 9171 or +1 669 900 6833 or +1 719 359 4580 or +1 346 248 7799 or +1 507 473 4847 or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099 or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799 or +1 360 209 5623 or +1 386 347 5053
   Webinar ID: 836 2287 5715
   International numbers available: https://us02web.zoom.us/u/keJGzDA9fW

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**Next Regular Meeting - Monday, August 14, 2023**
Public Comments

Verbal Comments:
Limited to three minutes per person or five minutes per group.

For those attending remotely, Zoom instructions are available on the District’s website: https://spwater.org/371/Board-Meetings.

Written Public Comments:
Emailed to administration@spwater.org no later than 12:00 p.m. the date of the meeting. Note “Public Comment” and the meeting date in the Subject field of the email.
Consent Agenda
Consent Agenda

Item A
Board President Lloyd Warren called the hybrid regular meeting to order at 3:30 p.m. A quorum represented by Commissioners Lloyd Warren, Ryika Hooshangi, Mary Shustov, Tom Harman, and Nav Otal was present. Also present were District staff Jay Krauss, Chip Corder, Jay Regenstreif, Shelley Jurgensen, Andy Tuchscherer, Uma Singh, Gary Chittim, Jackson Dove, Kendra Krieg, Arum Kwon, Jim Konigsfeld, Mike Lillejord, and Marissa Huntley. Charlotte Archer, District legal counsel, was also present.

APPROVAL OF THE AGENDA
Warren requested an amendment to the agenda to remove Active Agenda Item A and place it on a future meeting agenda due to the employee's absence.

- **Motion:** Commissioner Hooshangi made a motion to approve the agenda as amended. Commissioner Harman seconded the motion.
  The motion carried unanimously.

PUBLIC COMMENTS
Huntley advised that five written public comments were received and transmitted to the Board.

CONSENT AGENDA

<table>
<thead>
<tr>
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<td>June 5, 2023 Regular Meeting</td>
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<th>Resolutions:</th>
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<tr>
<td>5203 – Authorizing Designated District Employees as Signators of the Bank of America Depository Account</td>
</tr>
<tr>
<td>5204 – Authorizing Designation of Certain District Staff to Execute Documents relating to the District Section 125 Flexible Benefits Plan</td>
</tr>
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</table>

- **Motion:** Commissioner Otal made a motion approving the consent agenda as presented. Commissioner Shustov seconded the motion.
  The motion carried unanimously.

A. ZACHARY FOULGER – RECOGNITION FOR 5 YEARS OF SERVICE
Item removed from the agenda.

B. JACKSON DOVE – RECOGNITION FOR 15 YEARS OF SERVICE
The Board recognized and thanked Jackson Dove for fifteen years of service at the District.

There was Board agreement to swap Active Agenda Item D with Item C.
D. WELLS 7, 8, & 9 PFAS TREATMENT PLANT PROJECT AUTHORIZATION
Krauss reviewed the proposed resolution authorizing the project for the Wells 7, 8, and 9 PFAS Treatment Removal Facility.

- **Motion:** Commissioner Otal made a motion to adopt Resolution No. 5205, authorizing the completion of design and construction for the Wells 7, 8, and 9 PFAS Treatment Removal Facility, committing to appropriate grant funding matches, and authorizing grant agreement execution. Commissioner Shustov seconded the motion.
  - The motion carried unanimously.

C. EXECUTIVE SESSION: POTENTIAL LITIGATION – RCW 42.30.110(1)(i)
Commissioner Warren requested an executive session to discuss potential litigation. Commissioner Warren then convened an executive session at 3:47 p.m. on that basis. Before convening the executive session, Commissioner Warren advised that the executive session would conclude at approximately 4:17 p.m. with no action related to the session to follow. The Commissioners, Krauss, Archer, and special legal counsel Andrew Homer, Ken Sansone, and Michael DiGiannantonio then attended the executive session. The executive session was subsequently extended two additional times to 4:27 p.m. and 4:32 p.m. Huntley announced each extension in the hybrid public meeting. The executive session concluded at 4:32 p.m., and the open public meeting reconvened.

E. AUDIT EXIT CONFERENCE – FISCAL YEAR 2021
June Li, Kate Colmenares, and Haji Adams, from the Washington State Auditor’s Office, were in attendance to report on the 2021 fiscal year accountability and financial audit. They advised there were no significant issues to report.

F. BILLING COLLECTION PROCEDURE & HOUSE BILL (HB) 1329
Krauss provided a presentation on utility billing collection procedure options for the District to comply with HB 1329. There was no action taken due to a lack of consensus on which billing collection option to implement. The Board requested additional information and for this item to be placed on the July 3, 2023 Board meeting.

Commissioner Otal left the meeting at 5:17 p.m.

ATTORNEY/MANAGER/COMMISSIONER REPORTS
No reports were given.

ADJOURN
As there were no further persons to be heard or business to discuss, the meeting was adjourned at 5:18 p.m.

Mary Shustov, Secretary
Consent Agenda

Item B
Board President Lloyd Warren called the hybrid regular meeting to order at 3:30 p.m. A quorum represented by Commissioners Lloyd Warren, Ryika Hooshangi, Tom Harman, and Nav Otal was present. Also present were District staff Jay Krauss, Jay Regenstreif, Andy Tuchscherer, Uma Singh, Gary Chittim, and Marissa Huntley. Charlotte Archer, District legal counsel, was also present. Commissioner Mary Shustov arrived later, as these minutes indicate.

**APPROVAL OF THE AGENDA**

- Motion: Commissioner Hooshangi made a motion to approve the agenda as presented. Commissioner Harman seconded the motion.
  - The motion carried unanimously.

**PUBLIC COMMENTS**

No verbal comments were made and Huntley advised that no written comments were received.

**CONSENT AGENDA**

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<td>Section 125 – Maintenance Fund</td>
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<td>State of WA – Excise Tax – Maintenance Fund</td>
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<td>ICMA – Deferred Compensation</td>
<td>WT.137778 $4,941.08</td>
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<td>King County Finance – Payroll Taxes</td>
<td>WT.137779 $71,034.26</td>
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<td>WA State Support Registry (Division of Child</td>
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Health Equity – Health Savings Account  WT.137845 $2,174.32  
ICMA – Deferred Compensation  WT.137846 $4,941.08  
King County Finance – Payroll Taxes  WT.137847 $71,862.00  
WA State Support Registry (Division of Child Support)  WT.137848 $276.92 
WA State Treasurer – Deferred Compensation  WT.137849 $4,187.00  
Maintenance Fund  137850-137908 $1,157,685.65  
Construction Fund  303470-303479 $751,088.57  
Section 125 – Maintenance Fund  WT.137909 $92,733.98  
Payroll  DD.26777-26846 $192,982.21  
Department of Retirement – Public Employees Retirement System (PERS)  WT.137910 $46,732.47  
Health Equity – Health Savings Account  WT.137911 $2,335.32  
ICMA – Deferred Compensation  WT.137912 $5,341.08  
King County Finance – Payroll Taxes  WT.137913 $75,459.84  
WA State Support Registry (Division of Child Support)  WT.137914 $276.92  
WA State Treasurer – Deferred Compensation  WT.137915 $4,175.57  
Section 125 – Maintenance Fund  WT.137916 $6,480.32  
State of WA – Excise Tax – Joint Fund  WT.200584 $324.58  
Total  $3,653,308.93

Motion: Commissioner Hooshangi made a motion approving the consent agenda as presented. Commissioner Otal seconded the motion.  
The motion carried unanimously.

Commissioner Shustov joined the meeting at 3:34 p.m.

A. BILLING COLLECTION PROCEDURE & HOUSE BILL (HB) 1329
Krauss reviewed the proposed resolution to modify the District’s utility billing collection process which includes language to adhere to HB 1329. Krauss explained that the Board could adopt the resolution as presented that would implement a seasonal disconnection structure, or the Board could remove this provision from the resolution, leaving the current collection and disconnection practices in place.

Motion: Commissioner Otal made a motion to adopt Resolution No. 5206 that pertains to billing procedures, amending the District Code section 3.15.010, and without the highlighted section/provision that would have implement a seasonal disconnection structure. Commissioner Shustov seconded the motion.  
The motion carried by a vote of 3-2, with Commissioners Warren and Hooshangi voting no.

There was Board agreement that after the summer, the collections process would be revisited to reflect upon the impacts HB 1329 had on workload. Staff’s report summarizing these impacts should include a reflection on the collection process and, specifically, the number of days before water shut-off for delinquent accounts.
ATTORNEY/MANAGER/COMMISSIONER REPORTS

Attorney
- Provided an update on the timeline for the PFAS multidistrict litigation (MDL) and advised that additional information will be reported by the District’s Special Legal Counsel at the next scheduled Board meeting.

General Manager
- Shared correspondence received from King County regarding the sewer rate for 2024 and the sewage treatment capacity charge for 2024.

Commissioners
Commissioner Shustov
- Reported on her attendance at the recent Metropolitan Water Pollution Abatement Advisory Committee (MWPAAC) meeting.

Commissioner Otal
- Reported that, as of June 30, 2023, she retired after 30 years with the City of Bellevue.
- Requested a revision to her current Commissioner Assignments to also include the Association of Metropolitan Water Agencies (AMWA). Otal explained that the membership dues would cost $500.
  - There was Board agreement for staff to review the budget and determine what action of the Board is required to approve Otal’s request and bring back to the Board at a future meeting for consideration.

Commissioner Warren
- Reported on his attendance at a recent Regional Water Quality Committee (RWQC) meeting and advised that there is a meeting this week.

ADJOURN
As there were no further persons to be heard or business to discuss, the meeting was adjourned at 4:24 p.m.

Mary Shustov, Secretary
Consent Agenda

Item C
Board President Lloyd Warren called the hybrid regular meeting to order at 3:30 p.m. A quorum represented by Commissioners Lloyd Warren, Ryika Hooshangi, Mary Shustov, Tom Harman, and Nav Otal was present. Also present were District staff Jay Krauss, Kyle Wong, Jay Regenstreif, Chip Corder, Shelley Jurgensen, Andy Tuchscherer, Uma Singh, Gary Chittim, Jackson Dove, Zachary Foulger, Mike Lillejord, and Marissa Huntley. Charlotte Archer, District legal counsel, was also present.

APPROVAL OF THE AGENDA
Warren requested to amend the agenda to move the Executive Session to follow after Active Agenda Item A.

- **Motion:** Commissioner Hooshangi made a motion to approve the agenda as amended. Commissioner Otal seconded the motion.
  The motion carried unanimously.

PUBLIC COMMENTS
Mark Cross – 247 208th Ave NE, Sammamish, WA
- Provided comment in support of the Louis Thompson Area Sewer Utility Local Improvement District project.

Jeff Iris – 211 210th Ave NE, Sammamish, WA
- Provided comment in opposition of the Louis Thompson Area Sewer Utility Local Improvement District project.

Mary Wictor – 408 208th Ave NE, Sammamish, WA
- Summarized the two written public comments she submitted.

Huntley advised that three written comments were received; one was shared in the packet as part of Active Agenda Item B and two were transmitted to the Board.

CONSENT AGENDA

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<td>Commissioner Assignments Revision for Commissioner Otal for the Association of Metropolitan Water Agencies (AMWA)</td>
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<td>Request for Refund of Sewer Connection Fees – Parcel 3575300995</td>
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- **Motion:** Commissioner Otal made a motion approving the consent agenda as presented. Commissioner Harman seconded the motion.
  The motion carried unanimously.
A. ZACHARY FOULGER – RECOGNITION FOR 5 YEARS OF SERVICE
The Board recognized and thanked Zachary Foulger for five years of service at the District.

EXECUTIVE SESSION: POTENTIAL LITIGATION – RCW 42.30.110(1)(i)
Commissioner Warren requested an executive session to discuss potential litigation. Commissioner Warren then convened an executive session at 3:50 p.m. on that basis. Before convening the executive session, Commissioner Warren advised that the executive session would conclude at approximately 4:20 p.m. with no action related to the session to follow. The Commissioners, Krauss, and Archer then attended the executive session. The executive session was subsequently extended three additional times to 4:25 p.m., 4:30 p.m., and 4:35 p.m. Huntley announced each extension in the hybrid public meeting. The executive session concluded at 4:35 p.m., and the open public meeting reconvened.

B. CONSIDERATION OF WATER AND SEWER LATECOMERS REIMBURSEMENT AGREEMENTS FOR LANCASTER 223RD PROJECT
Dove reviewed the proposed water, sewer, and lift station latecomers reimbursement agreements for the Lancaster 223rd project, as well as provided comment in response to the Cochrane’s comment letter submitted.

- **Motion:** Commissioner Otal made a motion to adopt Resolution No. 5207, approving the water latecomers reimbursement agreement for the Lancaster 223rd project. Commissioner Hooshangi seconded the motion.
The motion carried unanimously.

- **Motion:** Commissioner Otal made a motion to adopt Resolution No. 5208, approving the sewer latecomers reimbursement agreement for the Lancaster 223rd project. Commissioner Shustov seconded the motion.
The motion carried unanimously.

- **Motion:** Commissioner Otal made a motion to adopt Resolution No. 5209, approving the lift station latecomers reimbursement agreement for the Lancaster 223rd project. Commissioner Harman seconded the motion.
The motion carried unanimously.

C. LOUIS THOMPSON SEWER UTILITY LOCAL IMPROVEMENT DISTRICT (ULID) PETITION AND PROJECT REPORT
Regenstreif reviewed the results of the Louis Thompson Area Sewer ULID petition, advising that the minimum requirement of 51% was not met. Regenstreif then requested direction from the Board on the proposed sewer project design.

- **Motion:** Commissioner Otal made a motion directing staff to complete the sewer design and bring back to the Board for review prior to bidding the project. Commissioner Harman seconded the motion.
The motion failed 2-3, with Commissioners Warren, Hooshangi, and Shustov voting no.
Motion: Commissioner Hooshangi made a motion directing staff to stop work on the sewer design. Commissioner Shustov seconded the motion. The motion carried by a vote of 4-1, with Commissioner Otal voting no.

There was Board agreement for Warren and Krauss to develop a communication to the City of Sammamish informing the City of the District’s public process conducted and the decision made today as a result of the lack of support from the area’s property owners. In addition, the Board indicated that staff should send letters to the property owners informing them of the decision and the impacts to future sewer availability.

Due to the time, Active Agenda Item D was moved to after the Public Hearing.

PUBLIC HEARING: WATER & SEWER GENERAL FACILITY CHARGES & LOCAL FACILITY CHARGES
Commissioner Warren convened the public hearing at 5:30 p.m. on the proposed revisions to the District’s Water and Sewer General Facility Charges (GFCs) and Local Facility Charges (LFCs). A quorum represented by Commissioners Lloyd Warren, Ryika Hooshangi, Mary Shustov, Tom Harman, and Nav Otal was present.

During opening remarks, Warren inquired of District staff whether any written comments had been submitted. Huntley responded that no written public comments were received for the hearing.

Following Warren’s opening remarks, Archer, the District’s General Counsel, provided an explanation regarding the District’s statutory authorities for imposing general facility charges and local facility charges.

Wong, the District’s Engineering Manager, then presented the engineer’s report that was provided in the packet regarding the proposed revisions to the charges.

Warren then invited the public to comment on the proposed revisions to the connection charges:

Mary Wictor – 408 208th Ave NE, Sammamish, WA
- Provided general comment on how the cost of connecting to the District can vary widely and includes more than just District connection charges, and on water and sewer infrastructure planning.

As there were no further comments to receive, Warren closed the public comment portion of the hearing.

Before taking action on the proposed resolutions, Warren inquired if District staff had a response to Mary Wictor’s comments, to which Regenstreif clarified how the LFCs are calculated as the rates per lineal foot.

Motion: Commissioner Otal made a motion to adopt Resolution No. 5211, adopting revised Water General Facility Connection Charges. Commissioner Hooshangi seconded the motion. The motion carried unanimously.
- **Motion:** Commissioner Hooshangi made a motion to adopt Resolution No. 5212, adopting revised Sewer General Facility Connection Charges. Commissioner Otal seconded the motion. The motion carried unanimously.

- **Motion:** Commissioner Hooshangi made a motion to adopt Resolution No. 5213, adopting revised Standard Water Local Facility Charges. Commissioner Otal seconded the motion. The motion carried unanimously.

- **Motion:** Commissioner Hooshangi made a motion to adopt Resolution No. 5214, adopting revised Standard Sewer Local Facility Charges. Commissioner Otal seconded the motion. The motion carried unanimously.

Hooshangi made a motion to close the public hearing at 5:49 p.m. and Otal seconded the motion. The motion carried unanimously.

**D. CONSIDERATION OF CIVIL RIGHTS POLICIES TO COMPLY WITH FEDERAL REQUIREMENTS TO ACCESS FUNDING**

Huntley reviewed the proposed civil rights policies and explained that these policies comply with federal requirements necessary for agencies who receive federal funding.

- **Motion:** Commissioner Hooshangi made a motion to adopt Resolution No. 5210, adopting civil rights policies and grievance procedure. Commissioner Otal seconded the motion. The motion carried unanimously.

**ATTORNEY/MANAGER/COMMISSIONER REPORTS**

**General Manager**
- Provided an update on District staff efforts to access the Department of Ecology’s (DOE) Capital Budget grant for the District’s PFAS removal treatment plant project. Krauss reported that a grant agreement is anticipated by the end of August.
- Offered comment that, due to low public participation during the annual GFCs and LFCs Public Hearings and with no statutes requiring a hearing be held, the Board may consider future updates to GFCs and LFCs as part of the regular meeting.
- Reported that there have been social media comments about the District’s water quality. Krauss advised that District staff have responded and are continuing to monitor the matter.
- Advised that he participated in a meeting with other agencies today on long term rate forecasting of King County’s Wastewater Treatment Division (WTD) which will be presented at a future Regional Water Quality Committee (RWQC) meeting.

**Commissioners**

**Commissioner Harman**
- Reported on his attendance at a recent Emergency Management Advisory Committee (EMAC) meeting.
Commissioner Shustov
- Reported on an upcoming Washington Association of Sewer & Water Districts (WASWD) Scholarship Committee meeting.

Commissioner Hooshangi
- Advised that, at an upcoming WASWD Government Relations Committee meeting, Senator Mullet will be in attendance to receive an award for his work on the Public Works Trust Fund.

Commissioner Otal left the meeting at 6:07 p.m.

Commissioner Warren
- Advised that there is a WASWD Section IV meeting tonight.
- Reported on his attendance at a recent RWQC meeting.

ADJOURN
As there were no further persons to be heard or business to discuss, the meeting was adjourned at 6:10 p.m.

Mary Shustov, Secretary
Consent Agenda

Item D
BOARD OF COMMISSIONERS – CONSENT AGENDA MEMORANDUM

Subject: Interlocal Agreement with the City of Sammamish for Adjustment of District Castings

Date: 7/31/2023

Staff Contact: Jim Konigsfeld

Approved by:
Department Manager
Finance Manager
General Manager

Tax Lot: N/A

INTRODUCTION:
District Staff is seeking approval of an Interlocal Agreement between the District and the City of Sammamish for the adjustment of water and sanitary sewer castings and meter boxes, which are overlaid as part of the City of Sammamish’s 2023-2024 Pavement Preservation Program.

POLICY:
N/A

BACKGROUND:
As in the past, the City of Sammamish has a Pavement Preservation Program that includes the asphalt overlay of roads within the City’s jurisdiction. The work included in this Program will overlay District facilities, which includes manhole castings, cleanouts, valve castings and meter boxes that will need to be raised after paving (“District Work”). Therefore the District and City are proposing another Interlocal Agreement allowing the City to include the District Work in their Contract requiring their Contractor to raise District facilities, and for the District to reimburse the City for completion of the District Work.

District and City staff has prepared the attached Interlocal Agreement for the Board of Commissioners review and approval.

Presently the City is proceeding with its 2023 Pavement Preservation Program and has included the adjustment of District manhole castings, cleanouts, valve castings and meter boxes (“District Work”) in their Contract. The City has furnished the District with the bid prices for the District Work for the District’s approval and the District has found them acceptable. With the approval of the Interlocal Agreement, the District will tell the City to proceed with the District Work.

BUDGET STATUS:

Summary Request of Budget Modification
N/A

Project Budget Summary
This work is included in the 2023 Budget under the Operations Fund, in both Water Mains & Appurtenances, and Sewer Mains & Appurtenances, as Casting Adjustments & Overlays.
**FISCAL IMPACT:**
None

**OPTIONS:**
The Board has the following options:

1. Approve by resolution the Interlocal Agreement between the City of Sammamish and Sammamish Plateau Water and Sewer District for the adjustment of SPWSD castings associated with the City of Sammamish’s 2023-2024 Pavement Preservation Program Projects, or

2. Take the project under review.

**STAFF RECOMMENDATIONS:**
District Staff recommends that the Board of Commissioners approve by resolution the Interlocal Agreement between the City of Sammamish and Sammamish Plateau Water and Sewer District.

**ATTACHMENTS:**
- Resolution approving the Interlocal Agreement between the City of Sammamish and Sammamish Plateau Water and Sewer District.

  - Attachment A - Interlocal Agreement between the City of Sammamish and Sammamish Plateau Water and Sewer District for the adjustment of SPWSD castings associated with the City of Sammamish 2023-2024 Pavement Preservation Program Projects.
RESOLUTION NO.__________________

RESOLUTION OF THE BOARD OF COMMISSIONERS OF SAMMAMISH PLATEAU WATER AND SEWER DISTRICT, KING COUNTY, WASHINGTON, APPROVING AN INTERLOCAL AGREEMENT WITH THE CITY OF SAMMAMISH FOR THE ADJUSTMENT OF SPWSD CASTINGS AS PART OF THE CITY OF SAMMAMISH’S 2023-2024 PAVEMENT PRESERVATION PROGRAMS

WHEREAS, the City will prepare Plans and Specifications for the City’s various projects included as part of the 2023-2024 Pavement Preservation Programs (“Projects”), and will publicly bid the Projects, and award the Projects to the lowest responsible bidder (“Contractor”); and

WHEREAS, the Projects include unit bid items to adjust manhole castings, cleanouts, valve box castings, and meter boxes, to grade, and to provide traffic control; and

WHEREAS, the District provides water and sewer services in the general area of the Project in accord with applicable Washington State and City laws and regulations; and

WHEREAS, the District has manhole castings, cleanouts, valve box castings, and meter boxes, within the limits of the Projects that need to be adjusted to final grade following the City’s pavement work (“District Work”); and

WHEREAS, the City and the District can achieve cost savings and benefits in the public’s interest by completing the District Work as part of the Projects; and

WHEREAS, the City and the District have the authority to undertake joint and cooperative action pursuant to Chapter 39.34 RCW; and,

WHEREAS, the City and the District have prepared the Interlocal Agreement between the City of Sammamish and Sammamish Plateau Water and Sewer District for the adjustment of SPWSD castings associated with the City of Sammamish 2023-2024 Pavement Preservation Program Projects, which is included as Attachment A; now, therefore,
BE IT RESOLVED, by the Board of Commissioners of Sammamish Plateau Water & Sewer District, King County, Washington, as follows:

The Interlocal Agreement between the City of Sammamish and Sammamish Plateau Water and Sewer District for the adjustment of SPWSD castings associated with the City of Sammamish 2023-2024 Pavement Preservation Program Projects, included herein as Attachment A, is hereby approved, and that John C. Krauss, District General Manager, is hereby authorized and directed to execute such contract on behalf of the District

ADOPTED by the Board of Commissioners of Sammamish Plateau Water and Sewer District, King County, Washington, at a regular open public meeting held on the 7th day of August 2023.

Individual Commissioner’s Vote on this Resolution:

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<th>Lloyd Warren, President and Commissioner</th>
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ATTACHMENT A

INTERLOCAL AGREEMENT BETWEEN THE CITY OF SAMMAMISH AND THE SAMMAMISH PLATEAU WATER AND SEWER DISTRICT FOR THE ADJUSTMENT OF SPWSD CASTINGS ASSOCIATED WITH THE CITY OF SAMMAMISH’S 2023-2024 PAVEMENT PRESERVATION PROGRAM PROJECTS
This Agreement ("Agreement") is made and entered into by and between the City of Sammamish, a municipal corporation (the “City”) and the Sammamish Plateau Water and Sewer District, a municipal corporation (the “District” or “SPWSD”) (individually a "Party" and collectively the "Parties"), for the purposes set forth below.

WHEREAS, the City will prepare plans, specifications and details (“Plans and Specifications”) for the City’s various projects associated with its Pavement Preservation Program for years 2023 and 2024 (“Project(s)’); and

WHEREAS, the City will publicly bid the Project(s) and award a contract for the Project(s) to the lowest responsible bidder (“Contractor”); and

WHEREAS, the District provides water and sewer services in the general area of the Project(s); and

WHEREAS, the District has manhole castings, valve box castings, cleanout castings, and meter boxes within the limits of the Project that will need to be adjusted prior to grinding and to final grade following the City’s pavement work; and

WHEREAS, the City and the District can achieve cost savings and benefits in the public interest by adjusting the District’s castings and meter boxes during construction of the Project (hereinafter the “District Work”); and

WHEREAS, the City and the District have the authority to undertake joint and cooperative action pursuant to Chapter 39.34 RCW;

NOW, THEREFORE, in consideration of the following terms and conditions, the Parties agree as follows:

I. BIDDING

A. The City shall incorporate the District Work, including specifications on how to complete the District Work, into the contract bid documents for the Project as a deductive alternate in such manner as to allow, to the extent possible, identification of cost allocations between the Parties.

B. The City shall furnish the District with the bid prices and a cost summary for the District Work for the District’s approval. Within two weeks of receiving the bid prices and cost summary, the District shall notify the City, in writing, that the District either approves or rejects their portion of the contract to be awarded by the City. The City shall not proceed with the District Work until the City has received
approval from the District. If bids are received which, in the estimation of the District, are not acceptable for all, or a portion of, the District Work, then that portion of the District’s Work rejected by the District shall not be included in the contract awarded by the City. Bid awards shall be made to the lowest responsible bidder for the total Project, subject to applicable laws and regulations.

C. If the District rejects the City’s lowest responsible bid, the District may select its own contractor to do the District Work. In that event, the terms of this Agreement shall not apply except for the following:

1. The District shall require its contractor to coordinate all District Work located within the Project site with the City’s Contractor, without unreasonably interfering with or delaying the City’s Contractor. The District shall notify its contractor of such requirement, and shall provide written notice to the City and the City’s Contractor ten days prior to beginning the District Work.

2. If the District’s contractor unreasonably delays or impacts the City’s Contractor, the District agrees to defend, indemnify, and hold City harmless from and against any such unreasonable delay or impact if a claim is presented by the City’s Contractor, provided the City shall give the District prompt notice of any potential claim as soon as the City has received knowledge thereof.

3. As part of any asphalt pavement overlay work, the City shall have its Contractor provide surface divots or pavement markers on any casting encountered during the City’s overlay work.

II. CONTRACT ADMINISTRATION

A. City Responsibilities

1. The City shall provide the administrative and clerical services necessary for the execution of the District Work.

2. The City shall include in the Plans and Specifications the District provided specifications and details required to complete the District Work.

3. The City will notify the District in writing of any changes required by the City which substantially change the nature of the District’s Work and shall obtain the District’s approval prior to such changes. Such approval shall not be unreasonably withheld by the District. Written notification by the City shall be given to the District prior to the commencement of the work.

4. Upon written notice from the District of any changes to the District Work needed during construction, the City shall make such changes, if feasible, to the City’s contract with the Contractor as part of the contract’s standard change order process.

5. The City shall provide the District with the Contractor’s proposed schedule for the District Work and written notice when the Contractor begins the District Work.
6. The City shall provide initial inspection to verify proper compliance with requirements in the Project contract Plans and Specifications while the Contractor is doing the District Work and shall provide the District with a written summary of completed District Work for the District’s final inspection and acceptance.

7. The City will make monthly progress payments to the Contractor according to the Project(s) contract provisions.

8. By November 1 of the year in which the work is completed, the City will submit to the District’s Project Manager a list of District Work completed by the City, including a breakdown of the costs associated with the District Work. Such work shall have been inspected and approved by the District prior to submittal of the completed work list. After the District’s review and approval of the completed work list and associated costs, the City shall submit invoice to the District for payment no later than December 1st of the year in which the work was completed.

9. The City will not grant the Contractor final acceptance until the District has provided the City with written notice that the District's Work is complete and approved for final acceptance.

B. District Responsibilities

1. The District shall provide the City with specifications and details for the District Work no later than three weeks after the City’s first notification of design. The City’s first notification of design shall be provided no later than six weeks prior to final approval of the Plans and Specifications and advertisement of the Project.

2. The District shall promptly provide the City with written documentation describing any change(s) in the District Work required by the District during construction.

3. The District shall promptly provide a response to the City, three (3) working days, after the District is notified of any changes required by the City that substantially change the nature of the District Work per section A.3. above.

4. The District shall provide the Contractor with a new casting to replace any casting that was damaged prior to the Project.

5. Upon written notice from the City that the District Work is complete, the District shall, within five working days, complete a final inspection of the completed District Work, and provide to the City a list of the accepted work and/or provide an itemized and detailed response as to why any portion of the District Work cannot be given acceptance.

6. The District shall assist in the approximate location of all castings to be adjusted. However, the Contractor shall be responsible for determining the exact location of the casting with a metal detector.
III. PAYMENT

A. “City Work” means the work needed to complete the Project, excluding District Work and the work to be completed for other agencies (“Agency Work”). “City Direct Costs” means the costs required to complete City Work. “Agency Direct Costs” are the costs to complete the Agency Work.

B. The District shall reimburse the City at the unit bid prices for completing District Work (“SPWSD Direct Costs”). SPWSD Direct Costs include, but are not limited to, the following items of Work:
   1. Adjust Manhole - SPWSD
   2. Adjust Valve Box - SPWSD (including sewer cleanouts)
   3. Adjust Meter Box – SPWSD (where required)
   4. Lower Manholes - SPWSD (where required)
   5. Lower Valve Box - SPWSD (where required)

C. The District shall reimburse the City for a portion of specific unit bid items required to simultaneously complete joint City Work and District Work (“Shared Costs”). The portion of Shared Costs allocated to the District will be based on the ratio of SPWSD Direct Costs to total costs for each Project. Where the Project includes Agency Work, the Shared Costs shall be shared among the City, other agency, and District, calculated based on each party’s proportionate share of the work, otherwise the Agency Direct Costs shall be included under the City Direct Costs. Shared Costs include, but are not limited to, the following items of work:
   1. SPCC Plan (Spill Prevention, Control, and Countermeasures Plan)
   2. Traffic Control Work, may including, but not limited to:
      a. Flaggers
      b. Traffic Control Supervisor
      c. Portable Changeable Message Sign
      d. Other Temporary Traffic Control
   3. Other unit bid items as approved in writing in advance by both Parties.

D. The District shall reimburse the City at the unit bid prices bid for any other work approved in advance by the District and completed by the Contractor for the District Work in accordance with the Project Plans and Specifications, or in conformance with a District approved and City executed change order.

E. In the event the Contractor uncovers any materials, while doing work solely related to completion of the District Work, that require special handling and/or disposal under any local, state or federal laws or regulations (including, but not
limited to, hazardous waste, dangerous waste, toxic waste, or contaminated soil) the District will be responsible for all costs incurred in handling and/or disposing of such materials.

F. If the project requires compliance with the Buy American Act, 41 U.S.C. §8301-8305, the District will provide the City with any necessary paperwork indicating the materials have been purchase in accordance with those requirements.

G. All payments shall be due within forty-five (45) days from the date the City invoices the District for the District Work performed on the Project, and when due shall accrue simple interest at the rate of one percent (1%) per month.

IV. INDEMNIFICATION AND HOLD HARMLESS

A. Each Party to this Agreement agrees to protect, defend, and indemnify the other Party, its officers, officials, employees, and agents from any and all costs, claims, claims for delay, judgments and/or awards of damages arising out of or in any way resulting from the Party’s default, failure of performance, or negligent conduct associated with this Agreement, by the Party, its employees, subcontractors or agents.

B. Each Party agrees that its obligations under this provision extend to any claim, demand, and/or cause of action brought by or on behalf of any of its employees or agents. The foregoing indemnity is specifically and expressly intended to constitute a waiver of each Party’s immunity under Washington’s Industrial Insurance Act, RCW Title 51, but only with respect to the other Party, and only to the extent necessary to provide each Party with a full and complete indemnity of claims made by the other Party’s employees. The Parties acknowledge that these provisions were specifically negotiated and agreed upon by them.

C. In the event either Party incurs any costs, including attorney fees or expert witness fees, to enforce this Agreement, and prevails in such enforcement action, all such costs and fees shall be recoverable from the non-prevailing Party.

D. The provisions of this section shall survive the expiration or earlier termination of the Agreement with regard to any event that occurred prior to or on the date of such expiration or earlier termination.

V. INDEMNIFICATION OF UTILITY AND INSURANCE

A. The City shall require the Contractor building the Project to have the District named as an additional insured on all policies of insurance to be maintained by Contractor(s) under the terms of any Project contract(s); and any Project contract shall require Contractor to maintain Commercial General Liability Insurance, Commercial Automobile Insurance and Workers Compensation and provide satisfactory proof thereof prior to commencing construction.
B. The City shall require that Contractor defend, indemnify and hold the District, its officers, officials, agents, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits, arising out of or in connection with the Contractor’s participation in the Project, except for injuries and damages caused by the sole negligence of the District. The City shall require that the selected Contractor waive the Contractor’s immunity under Washington’s Industrial Insurance Act, RCW Title 51, solely for the purposes of this indemnification.

C. The City shall contractually require the Contractor to be solely and completely responsible for the safety and safety conditions at the job site, including the safety of all persons and property during the Project. The Contractor shall be contractually required to comply with all applicable City and State regulations, ordinances, orders, and codes regarding safety.

VI. OTHER PROVISIONS

A. The City agrees to require, in its contract with the Contractor for the District Work, that all District Work be constructed in a good and workmanlike manner in accordance with the terms of this Agreement and the contract bid documents.

B. This Agreement contains the entire agreement of the Parties and supersedes all prior discussions and agreements. This Agreement may be amended only in writing, signed by both Parties.

C. Nothing contained herein is intended to, nor shall be construed to, create any rights in any third party, or to form the basis for any liability on the part of the Parties or their officials, officers, employees, agents or representative, to any third party.

D. Waiver of any default or breach of this Agreement shall not be deemed to be a waiver of any other prior or subsequent default or breach and shall not be construed to be a modification of the terms of this Agreement unless stated to be such through written agreement of both Parties.

E. If any provision of this Agreement is held invalid or unenforceable by a court of competent jurisdiction, the remainder of the Agreement shall not be affected thereby and shall continue in full force and effect if such remainder would then continue to serve the purposes and objectives of the Parties.

F. This Agreement is authorized under RCW 39.34.080 and shall be filed with the King County Auditor or, alternatively, listed by subject on the parties website(s) or other electronically retrievable public source prior to its effectiveness. Nothing herein shall be construed to create a partnership or joint venture between the Parties.

G. The individuals signing this Agreement on behalf of the respective Party represent and warrant they have the power and authority to do so.

H. The recitals set forth above are incorporated herein by this reference.
I. This Agreement shall remain in effect for the duration of the 2023-2024 Pavement Preservation Program Projects. Provided, however, that if the District rejects the City’s lowest responsible bidder only the terms in section I.C. above will remain in effect.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement effective as of the date last written below ("Effective Date").

CITY OF SAMMAMISH

Scott MacColl, City Manager

Date

SAMMAMISH PLATEAU
WATER AND SEWER DISTRICT

John C. Krauss, General Manager

Date
Consent Agenda

Item E
Board of Commissioners - Consent Agenda Memorandum

Agenda Item ______

Date: July 27, 2023

Staff Contact: Marius Eugenio Jr.

Approved by:
Department Manager
Finance Manager
General Manager

Subject: Interim Central Lake Forcemain Project: c21002 Tax Lot: N/A

INTRODUCTION:
District Staff is seeking Final Acceptance of the Interim Central Lake Forcemain project (Project) with Laser Underground and Earthworks, Inc.

POLICY:
1/2021 North Diversion Phase 1 Analysis.

BACKGROUND:
The Project was identified in the North Diversion Phase 1 Analysis and generally consists of the installation of approximately 940 linear feet of 16-inch ductile iron sewer force main and 130 linear feet of 10-inch ductile iron sewer force main on East Lake Sammamish Parkway.

The Project improvements are designed to relieve the stress of the system and alleviate the risk of the potential spill and overflow in the next 10 to 20 years by improving system capacity and improve system reliability.

The Project was awarded to Laser Underground and Earthworks, Inc. on May 9, 2022 for $1,349,540.00 excluding sales tax by resolution 5099. On June 28, 2023 all work was completed on the Project and final payment was made to the Contractor.

BUDGET STATUS:
No change in the Project budget is required.

Project Budget Summary

- Total Project Budget: $1,589,393.54
- Contractual Expended to Date: $1,221,378.53
- Design Expended to Date: $100,698.39
- Project Budget Remaining: $267,316.62

Project Budget Status Update
The work associated with this Project is completed and has been accepted by District Staff.

FISCAL IMPACT:
N/A
OPTIONS:
The Board has the following options:

1. Grant Final Acceptance to the Interim Central Lake Forcemain Project, or

2. Take the Project under review.

STAFF RECOMMENDATIONS:
District Staff recommends that the Board of Commissioners grant Final Acceptance to the Interim Central Lake Forcemain.

ATTACHMENTS:
- Project Location Map
- Resolution of Final Acceptance
RESOLUTION NO. __________

RESOLUTION OF THE BOARD OF COMMISSIONERS OF SAMMAMISH PLATEAU WATER AND SEWER DISTRICT, KING COUNTY, WASHINGTON, AUTHORIZING AND APPROVING FINAL ACCEPTANCE TO THE PUBLIC WORKS CONSTRUCTION CONTRACT TITLED THE INTERIM CENTRAL LAKE FORCEMAIN.

WHEREAS, the Board of Commissioners entered into a Capital Improvement Project titled the Interim Central Lake Forcemain Project on May 9, 2022 by Resolution Number 5099, and

WHEREAS, the work was completed on June 28, 2023, and

WHEREAS, District staff has recommended that the Interim Central Lake Forcemain Project be granted Final Acceptance; now therefore,

BE IT RESOLVED, by the Board of Commissioners of Sammamish Plateau Water & Sewer District, King County, Washington, as follows:

1. The Interim Central Lake Forcemain Project is hereby granted final acceptance.

ADOPTED by the Board of Commissioners of Sammamish Plateau Water and Sewer District, King County, Washington, at a regular open public meeting held on the 7th day of August 2023.

Individual Commissioner's Vote on this Resolution:

Approved: __________________________
Opposed: __________________________
Abstained: __________________________
Absent: __________________________

Lloyd Warren, President and Commissioner

Approved: __________________________
Opposed: __________________________
Abstained: __________________________
Absent: __________________________

Ryika Hooshangi, Vice President and Commissioner

Approved: __________________________
Opposed: __________________________
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Mary Shustov, Secretary and Commissioner

Approved: __________________________
Opposed: __________________________
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Tom Harman, Commissioner

Approved: __________________________
Opposed: __________________________
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Nav Otal, Commissioner
Consent Agenda

Item F
RESOLUTION OF THE BOARD OF COMMISSIONERS OF SAMMAMISH PLATEAU WATER AND SEWER DISTRICT, KING COUNTY, WASHINGTON, AUTHORIZING AND APPROVING FINAL ACCEPTANCE OF THE WATER SYSTEM CONSTRUCTED AS A PART OF THE DEVELOPER EXTENSION AGREEMENT FOR

JACD NE 80TH SHORT PLAT

WHEREAS, the Board of Commissioners of Sammamish Plateau Water and Sewer District approved the application by JACD Holdings, LLC (“Developer”) for a Developer Extension Agreement (“DEA”) by Initial Resolution Number 4481 dated the 20th day of April 2015 for the project known as JACD NE 80TH SHORT PLAT; and

WHEREAS, Developer has met all of the conditions of the Developer Extension Agreement; and

WHEREAS, District staff have recommended that the water be given Final Acceptance; now, therefore,

BE IT RESOLVED, by the Board of Commissioners of Sammamish Plateau Water & Sewer District, King County, Washington, as follows:

1. The Developer Extension Agreement referenced above is hereby given final acceptance by the District and said system be maintained and operated in a manner consistent with the District's policies.
ADOPTED by the Board of Commissioners of Sammamish Plateau Water and Sewer District, King County, Washington, at a regular open public meeting held on the 7th day of August 2023.

**Individual Commissioner's Vote on this Resolution:**

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Nav Otal, Commissioner
Resolution No. 

Tax Parcel 1125069029

2 Water ERUs and 0 Sewer ERUs
Consent Agenda

Item G
RESOLUTION OF THE BOARD OF COMMISSIONERS OF SAMMAMISH PLATEAU WATER AND SEWER DISTRICT, KING COUNTY, WASHINGTON, AUTHORIZING AND APPROVING FINAL ACCEPTANCE OF THE WATER AND SEWER SYSTEMS CONSTRUCTED AS A PART OF THE DEVELOPER EXTENSION AGREEMENT FOR

YANG 246TH SHORT PLAT

WHEREAS, the Board of Commissioners of Sammamish Plateau Water and Sewer District approved the application by Weiming Yang and Alice Wu ("Developer") for a Developer Extension Agreement ("DEA") by Initial Resolution Number 4599 dated the 13th day of June 2016 for the project known as

YANG 246TH SHORT PLAT; and

WHEREAS, Developer has met all of the conditions of the Developer Extension Agreement; and

WHEREAS, District staff have recommended that the water and sewer be given Final Acceptance; now, therefore,

BE IT RESOLVED, by the Board of Commissioners of Sammamish Plateau Water & Sewer District, King County, Washington, as follows:

1. The Developer Extension Agreements referenced above are hereby given final acceptance by the District and said systems be maintained and operated in a manner consistent with the District's policies.
ADOPTED by the Board of Commissioners of Sammamish Plateau Water and Sewer District, King County, Washington, at a regular open public meeting held on the 7th day of August 2023.

Individual Commissioner's Vote on this Resolution:

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EXHIBIT A
REAL PROPERTY DEPICTION
YANG 246th SHORT PLAT
TAX PARCEL 0224069194

REAL PROPERTY LOCATION

Resolution No.  
Tax Parcel 0224069194  
4 Water ERUs and 4 Sewer ERUs
Consent Agenda

Item H
COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

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Commissioner Meeting Target Date 8/7/2023

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<th>FUND #</th>
<th>VOUCHER #'S</th>
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<td>137918-137980</td>
<td>$330,046.47</td>
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<tr>
<td>Warrants - Joint Fund</td>
<td>09-082-1010</td>
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<td>09-082-3510</td>
<td>303480-303482</td>
<td>$175,146.72</td>
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BUC010-1-D1(King County) CORRECT GRAND TOTAL $505,251.64
Warrant Date: 07-05-2023
Vicha Whitney

From: Jay Krauss
Sent: Tuesday, June 27, 2023 2:49 PM
To: Vicha Whitney
Subject: RE: Auditing Officer Voucher Approval Documents - Warrant 7/5/2023

Vicha, You have my authorization to process the vouchers.

Jay Krauss
General Manager
e-mail website facebook twitter youtube

Clean water is always there because we’re always here.™
1510 228th Avenue SE; Sammamish, WA 98075; main 425.392.6256  fax 425.391.5389

From: Vicha Whitney <vicha.whitney@spwater.org>
Sent: Tuesday, June 27, 2023 11:22 AM
To: Jay Krauss <jay.krauss@spwater.org>
Cc: Chip Corder <chip.corder@spwater.org>; Arum Kwon <arum.kwon@spwater.org>
Subject: Auditing Officer Voucher Approval Documents - Warrant 7/5/2023

Hi Jay,

As the District’s designated Auditing Officer, please approve the attached Special District Voucher Approval Document by replying to this email confirming approval.

The District Board of Commissioners has authorized the District’s Auditing Officer to approve warranted expenditures and to provide the Board information on the warranted expenditures at the next available Commissioner meeting.

In addition, during the COVID-9 pandemic, King County is accepting email approvals by the Auditing Office in lieu of signatures for warrant submission.

Attached are the Auditing Officer Blanket Vouchers for the check run date of 7-5-2023 with a summary of these items below:

<table>
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<tr>
<th>Voucher ID</th>
<th>Fund Description</th>
<th>Amount</th>
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<tr>
<td>AP_SAMWTSWR_APSUPINV_20230627104121</td>
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<tr>
<td>AP_SAMWTSWR_APSUPINV_20230627103933</td>
<td>Construction Fund 09-082-3510</td>
<td>$175,146.72</td>
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</table>

Thank you!

Respectfully,

Vicha Whitney (She/Her/Hers)
Payroll – Accounts Payable Specialist
direct 425.295.3202  e-mail website facebook twitter youtube
NOTICE OF PUBLIC DISCLOSURE: Public documents and records are available to the public as required under the Washington State Public Records Act (Chapter 42.56 RCW). Accordingly, this e-mail, in whole or in part, may be subject to disclosure pursuant to the Public Records Act, regardless of any claim of confidentiality, privilege or exemption asserted by a third party.
Special District Voucher Approval Document

Scheduled Payment Date: 07/05/2023
Total Amount: $330,046.47
Control Total: 63
Payment Method: WARRANT

District Name: Sammamish Plateau Water and Sewer District
File Name: AP_SAMWTSWR_APSUPINV_20230627110544.csv
Fund #: 090820010
Maint Fund: 137918-137980

Contact Information
Preparer's Name: Vicha Whitney
Email Address: Accountspayable@spwater.org

Payment Certification
RCW (42.24.080)
I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Authorized District Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jay Krauss</td>
<td>06/27/2023</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Authorized District Signature</td>
<td>Date</td>
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<tr>
<td></td>
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<td>Authorized District Signature</td>
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Comm Target date: 08-07-2023
District Name: Sammamish Plateau Water and Sewer District  

File Name: AP_SAMWTSWR_APSUPINV_20230627110544.csv

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<th>Vendor No.</th>
<th>Vendor Site</th>
<th>Invoice No.</th>
<th>Invoice Date</th>
<th>Inv. Amount</th>
<th>Description</th>
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## Special District Voucher Approval Document

**District Name:** Sammamish Plateau Water and Sewer District  
**File Name:** AP_SAMWTSWR_APSUPINV_20230627110544.csv

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<tr>
<th>Payee (Vendor Name)</th>
<th>Vendor No.</th>
<th>Vendor Site</th>
<th>Invoice No.</th>
<th>Invoice Date</th>
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Special District Voucher Approval Document

Scheduled Payment Date: 07/05/2023
Total Amount: $175,146.72
Control Total: 3
Payment Method: WARRANT

District Name: Sammamish Plateau Water and Sewer District
File Name: AP_SAMWTSWR_APSPINV_20230627103933.csv
Fund #: 090823510
Const Fund : 303480-303482

CONTACT INFORMATION
Preparer’s Name: Vicha Whitney
Email Address: Accountspayable@spwater.org

PAYMENT CERTIFICATION
RCW (42.24.080)
I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

<table>
<thead>
<tr>
<th>Jay Krauss by email</th>
<th>06/27/2023</th>
</tr>
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<tbody>
<tr>
<td>Authorized District Signature</td>
<td>Date</td>
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<tr>
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<tr>
<td>Authorized District Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>

Comm Target date : 08-07-2023

SUBMIT SIGNED DOCUMENT TO:
King County Accounts Payable
Attn: Special Districts
401 5th Avenue, Room 323
Seattle, WA 98104

Email: SpecialDist.AP@kingcounty.gov
Fax: (206) 263-3767

KING COUNTY FINANCE USE ONLY:
Batch Processed By: ________________
Date Processed: ________________

Printed On Tuesday, June 27, 2023 at 10:39:43 AM
## Payee (Vendor Name) | Vendor No. | Vendor Site | Invoice No. | Invoice Date | Inv. Amount | Description
--- | --- | --- | --- | --- | --- | ---
B&B UTILITIES & EXCAVATING LLC | 303480 | 07/05/2023 | $161,938.35 | N INGLEWOOD PRESSURE ZONE MODIFICATION
GRAY & OSBORNE INC | 303481 | 07/05/2023 | $4,130.60 | INTERIM NORTH LAKE FORCE MAIN
UNITED RENTALS NORTH AMERICA | 303482 | 07/05/2023 | $9,077.77 | OVERAGE - FLOATS CENTRAL AND INGLEWOOD L
Special District Voucher Approval Document

Scheduled Payment Date: 07/05/2023
Total Amount: $58.45
Control Total: 2
Payment Method: WARRANT

District Name: Sammamish Plateau Water and Sewer District
File Name: AP_SAMWTSWR_APSPINV_20230627104121.csv
Fund #: 090821010
Joint Fund: 200585-200586

CONTACT INFORMATION
Preparer's Name: Vicha Whitney
Email Address: Accountspayable@spwater.org

PAYMENT CERTIFICATION

I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

Jay Krauss by email
06/27/2023
Authorized District Signature
Date
Authorized District Signature
Date
Authorized District Signature
Date
Authorized District Signature
Date

Comm Target Date: 08-07-2023

SUBMIT SIGNED DOCUMENT TO:
King County Accounts Payable
401 5th Avenue, Room 323
Seattle, WA 98104
Email: SpecialDist.AP@kingcounty.gov
Fax: (206) 263-3767

KING COUNTY FINANCE USE ONLY:

Batch Processed By: 
Date Processed: 

Printed On Tuesday, June 27, 2023 at 10:41:30 AM
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<th>Invoice Date</th>
<th>Inv. Amount</th>
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<td>SAMMAMISH PLATEAU WATER/SEWER</td>
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<td>200586</td>
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COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

Commissioner Meeting Target Date: 8/7/2023

| Position #1: | Tom Harman | Date Signed: |
| Position #2: | Ryika Hooshangi | Date Signed: |
| Position #3: | Nav Otal | Date Signed: |
| Position #4: | Lloyd Warren | Date Signed: |
| Position #5: | Mary Shustov | Date Signed: |

<table>
<thead>
<tr>
<th>FUND NAME</th>
<th>FUND #</th>
<th>VOUCHER #'S</th>
<th>TOTAL VOUCHER AMOUNT</th>
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<tr>
<td>#10 ELECTRONIC REMITTANCE Bank of America-Sect 125- maint fund</td>
<td>09-082-0010</td>
<td>WT.137981</td>
<td>$3,750.00</td>
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(HSAEmployer Contributions for Ccorder and HRA Employer Contributions for NavOtal)

BUC010-1-D1(King County) EFT request Date: 07/07/2023

CORRECT GRAND TOTAL $3,750.00
COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

Commissioner Meeting Target Date 8/7/2023

Position #1: Tom Harman
Date Signed:

Position #2: Ryika Hooshangi
Date Signed:

Position #3: Nav Otal
Date Signed:

Position #4: Lloyd Warren
Date Signed:

Position #5: Mary Shustov
Date Signed:

<table>
<thead>
<tr>
<th>FUND NAME</th>
<th>FUND #</th>
<th>VOUCHER #'S</th>
<th>TOTAL VOUCHER AMOUNT</th>
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<tr>
<td>#10 ELECTRONIC REMITTANCE (Payroll)</td>
<td>09-082-0010</td>
<td>DD 26847-26916</td>
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<td>#10 ELECTRONIC REMITTANCE (Dept of Ret - PERS)</td>
<td>09-082-0010</td>
<td>WT. 137982</td>
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<td>#10 ELECTRONIC REMITTANCE (Health Equity -Health Savings Acct)</td>
<td>09-082-0010</td>
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<td>#10 ELECTRONIC REMITTANCE (WA State Treasurer - Def Comp)</td>
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BUC010-1-D1(King County)

CORRECT GRAND TOTAL $330,611.99
EFT request Date: 07-07-2023
COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

Commissioner Meeting Target Date 8/7/2023

Position #1: Tom Harman
Date Signed:

Position #2: Ryika Hooshangi
Date Signed:

Position #3: Nav Otal
Date Signed:

Position #4: Lloyd Warren
Date Signed:

Position #5: Mary Shustov
Date Signed:

<table>
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<tr>
<th>FUND NAME</th>
<th>FUND #</th>
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<th>TOTAL VOUCHER AMOUNT</th>
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<td>$1,072,207.14</td>
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<td>WARRANTS - Joint Fund</td>
<td>09-082-1010</td>
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<td>WARRANTS - Const Fund</td>
<td>09-082-3510</td>
<td>303483-303487</td>
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<tr>
<td>BUC010-1-D1(King County)</td>
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CORRECT GRAND TOTAL $2,328,276.73
Warrant Date: 07-19-2023
Hi Jay,

As the District’s designated Auditing Officer, please approve the attached Special District Voucher Approval Document by replying to this email confirming approval.

The District Board of Commissioners has authorized the District’s Auditing Officer to approve warranted expenditures and to provide the Board information on the warranted expenditures at the next available Commissioner meeting.

In addition, during the COVID-9 pandemic, King County is accepting email approvals by the Auditing Office in lieu of signatures for warrant submission.

Attached are the Auditing Officer Blanket Vouchers for the check run date of 7-19-2023 with a summary of these items below:

<table>
<thead>
<tr>
<th>Voucher ID</th>
<th>Fund</th>
<th>Amount</th>
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<tbody>
<tr>
<td>AP_SAMWTW_APSUPINV_20230712113749</td>
<td>Maintenance Fund 09-082-0010</td>
<td>$ 1,072,207.14</td>
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<tr>
<td>AP_SAMWTW_APSUPINV_20230627104121</td>
<td>Joint Fund 09-082-1010</td>
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<td>AP_SAMWTW_APSUPINV_20230714102334</td>
<td>Construction Fund 09-082-3510</td>
<td>$ 1,256,069.59</td>
</tr>
</tbody>
</table>

Thank you!
NOTICE OF PUBLIC DISCLOSURE: Public documents and records are available to the public as required under the Washington State Public Records Act (Chapter 42.56 RCW). Accordingly, this e-mail, in whole or in part, may be subject to disclosure pursuant to the Public Records Act, regardless of any claim of confidentiality, privilege or exemption asserted by a third party.
Special District Voucher Approval Document

Scheduled Payment Date: 07/19/2023
Total Amount: $1,072,207.14
Control Total: 72
Payment Method: WARRANT

District Name: Sammamish Plateau Water and Sewer District
File Name: AP_SAMWTSWR_APSUPINV_20230712113749.csv
Fund #: 090820010
Maint Fund: 137988–138059

CONTACT INFORMATION
Preparer's Name: Linda Owens
Email Address: Accountspayable@spwater.org

PAYMENT CERTIFICATION
I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

<table>
<thead>
<tr>
<th>Authorized District Signature</th>
<th>Date</th>
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<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jay Krauss by email</td>
<td>07-14-23</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Authorized District Signature Date
Authorized District Signature Date
Authorized District Signature Date

Comm target date 08-07-2023

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<th>Invoice No.</th>
<th>Invoice Date</th>
<th>Inv. Amount</th>
<th>Description</th>
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<td>ANSAREEN SHABAN</td>
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<td>RANDOM DRUG TESTING ON 6/2/23</td>
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<td>ELEVATOR SUPPORT CO LLC</td>
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<td>INTERSTATE ALL BATTERY</td>
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<td>OFFSITE RECORDS STORAGE: JULY 2023</td>
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<td>KAREN ARANIBAR</td>
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<td>Invoice No.</td>
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<td>Inv. Amount</td>
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<td>MARYLYNN TAYLOR</td>
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<tr>
<td>MATTHEW &amp; PIA GRAVES</td>
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<td>07/19/2023</td>
<td>$1,035.59</td>
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<tr>
<td>MATT'S TREE SERVICE LLC</td>
<td>138028</td>
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<td>07/19/2023</td>
<td>$5,780.25</td>
<td>TREE TRIMMING AND PRUNING WO#125197</td>
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<td>NEWEGG BUSINESS INC</td>
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<tr>
<td>PACIFIC POWER GROUP LLC</td>
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<td>PAMELA NAZARI</td>
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<td>PETERSON RESOURCES</td>
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<td>CONSULTING SERVICES FOR PFAS ADMIN SUPPO</td>
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<td>PLANTSCAPES INC.</td>
<td>138037</td>
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<td>LANDSCAPING DISTRICT OFFICE 2023 WO#1239</td>
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<td>THE WORKWEAR PLACE</td>
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<td>WORKWEAR - S SILL 2023</td>
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<td>TIMOTHY &amp; KATHRYN BRANDT</td>
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<td>07/19/2023</td>
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<td>TODD &amp; ELIZABETH JANSSEN</td>
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<td>ULINE</td>
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<td>RAIN BOOTS - I ALFORD 2023</td>
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<td>UNIFIRST CORPORATION</td>
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<td>$70.00</td>
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<td>UNITED PARCEL SERVICE</td>
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<td>UPS CHARGES</td>
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<td>UNIVAR USA INC</td>
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<td>07/19/2023</td>
<td>$19,598.02</td>
<td>CAUSTIC SODA DELIVERED TO WELL 2</td>
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<td>VERIZON WIRELESS - CELL SVS</td>
<td>138057</td>
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<td>07/19/2023</td>
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<td>CELL SERVICE 6/7/23 - 7/6/23</td>
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<td>WILLIAM TANG</td>
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<td>07/19/2023</td>
<td>$502.05</td>
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<tr>
<td>YAN TANG</td>
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<td>CUST REIMB</td>
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<tr>
<td>YE SHIH</td>
<td>138045</td>
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<td></td>
<td>07/19/2023</td>
<td>$140.04</td>
<td>CUST REIMB</td>
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</tbody>
</table>
**District Name:** Sammamish Plateau Water and Sewer District  

<table>
<thead>
<tr>
<th>Payee (Vendor Name)</th>
<th>Vendor No.</th>
<th>Vendor Site</th>
<th>Invoice No.</th>
<th>Invoice Date</th>
<th>Inv. Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZONES INC</td>
<td></td>
<td></td>
<td>138059</td>
<td>07/19/2023</td>
<td>$1,588.96</td>
<td>SYMANTEC RENEWAL</td>
</tr>
</tbody>
</table>
Special District Voucher Approval Document

Scheduled Payment Date: 07/19/2023
Total Amount: $1,256,069.59
Control Total: 5
Payment Method: WARRANT

District Name: Sammamish Plateau Water & Sewer District
File Name: AP_SAMWTSWR_APSUPINV_20230714102334.csv
Fund #: 090823510
Const Fund 303483-303487

CONTACT INFORMATION
Preparer’s Name: Linda Owens
Email Address: ACCOUNTSPAYABLE@SPWATER.ORG

PAYMENT CERTIFICATION
I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

<table>
<thead>
<tr>
<th>Name</th>
<th>Method</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jay Krauss</td>
<td>email</td>
<td>07-14-2023</td>
</tr>
</tbody>
</table>

Authorized District Signature Date

KING COUNTY FINANCE USE ONLY:
Batch Processed By:
Date Processed:

COMM TARGET DATE: 08-07-2023

SUBMIT SIGNED DOCUMENT TO:
King County Accounts Payable
Attn: Special Districts
401 5th Avenue, Room 323
Seattle, WA 98104

Email: SpecialDist.AP@kingcounty.gov
Fax: (206) 263-3767

Printed On Friday, July 14, 2023 at 10:36:24 AM
<table>
<thead>
<tr>
<th>Payee (Vendor Name)</th>
<th>Vendor No.</th>
<th>Vendor Site</th>
<th>Invoice No.</th>
<th>Invoice Date</th>
<th>Inv. Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BANK OF AMERICA - PETTY CASH</td>
<td>303483</td>
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<td>07/19/2023</td>
<td>$61.75</td>
<td>VEHICLE REGISTRATION UNIT 136</td>
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<tr>
<td>CONSOR NORTH AMERICA INC.</td>
<td>303484</td>
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<td>07/19/2023</td>
<td>$11,229.50</td>
<td>650 ZONE STORAGE &amp; SUPPLY STUDY~</td>
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<tr>
<td>HCON INCORPORATED</td>
<td>303485</td>
<td></td>
<td>07/19/2023</td>
<td>$1,200,213.09</td>
<td>INTERIM NORTH LAKE FORCEMAIN PROJECT~</td>
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<tr>
<td>KPG PSOMAS</td>
<td>303486</td>
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<td>07/19/2023</td>
<td>$41,215.25</td>
<td>LOUIS THOMPSON RD NE WATER~</td>
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<tr>
<td>THE DRIFTMIER ARCHITECTS P.S.</td>
<td>303487</td>
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<td>07/19/2023</td>
<td>$3,350.00</td>
<td>SPW HEADQUARTERS REMODEL~</td>
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</tbody>
</table>
# COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT

**Government Unit:** SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

## BOARD OF COMMISSIONERS APPROVAL:

We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

**Commissioner Meeting Target Date:** 8/7/2023

<table>
<thead>
<tr>
<th>Position #</th>
<th>Name</th>
<th>Date Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>Tom Harman</td>
<td></td>
</tr>
<tr>
<td>#2</td>
<td>Ryika Hooshangi</td>
<td></td>
</tr>
<tr>
<td>#3</td>
<td>Nav Otal</td>
<td></td>
</tr>
<tr>
<td>#4</td>
<td>Lloyd Warren</td>
<td></td>
</tr>
<tr>
<td>#5</td>
<td>Mary Shustov</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FUND NAME</th>
<th>FUND #</th>
<th>VOUCHER #'S</th>
<th>AMOUNT</th>
</tr>
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<tbody>
<tr>
<td>#10 ELECTRONIC REMITTANCE Bank of America-Sect 125- maint fund</td>
<td>09-082-0010</td>
<td>WT.138060</td>
<td>$94,683.52</td>
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<tr>
<td>(MBA/MBA Trust - August 2023)</td>
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<td></td>
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<tr>
<td>BUC010-1-D1(King County)</td>
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**CORRECT GRAND TOTAL** $94,683.52

EFT request Date: 07/13/2023
COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

<table>
<thead>
<tr>
<th>Position #</th>
<th>Name</th>
<th>Date Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>Tom Harman</td>
<td></td>
</tr>
<tr>
<td>#2</td>
<td>Ryika Hooshangi</td>
<td></td>
</tr>
<tr>
<td>#3</td>
<td>Nav Otal</td>
<td></td>
</tr>
<tr>
<td>#4</td>
<td>Lloyd Warren</td>
<td></td>
</tr>
<tr>
<td>#5</td>
<td>Mary Shustov</td>
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Comissioner Meeting Target Date 8/7/2023

<table>
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<tr>
<th>FUND NAME</th>
<th>FUND #</th>
<th>VOUCHER #S</th>
<th>TOTAL VOUCHER AMOUNT</th>
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</thead>
<tbody>
<tr>
<td>#10 ELECTRONIC REMITTANCE (Payroll)</td>
<td>09-082-0010</td>
<td>DD 26917-26999</td>
<td>$195,199.92</td>
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<tr>
<td>#10 ELECTRONIC REMITTANCE (Dept of Ret - PERS)</td>
<td>09-082-0010</td>
<td>WT. 138061</td>
<td>$43,985.42</td>
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<td>#10 ELECTRONIC REMITTANCE (Health Equity -Health Savings Acct)</td>
<td>09-082-0010</td>
<td>WT. 138062</td>
<td>$2,395.32</td>
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<td>#10 ELECTRONIC REMITTANCE (ICMA - Def Comp)</td>
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<td>WT. 138063</td>
<td>$5,672.65</td>
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<td>#10 ELECTRONIC REMITTANCE (King Co Fin - PR Taxes)</td>
<td>09-082-0010</td>
<td>WT. 138064</td>
<td>$79,550.15</td>
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<td>#10 ELECTRONIC REMITTANCE (Division of Child Support)</td>
<td>09-082-0010</td>
<td>WT. 138065</td>
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<td>#10 ELECTRONIC REMITTANCE (WA State Treasurer - Def Comp)</td>
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<td>WT. 138066</td>
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BUC010-1-D1(King County)

CORRECT GRAND TOTAL $331,256.53

EFT request Date: 07-21-2023
COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.
Commissioner Meeting Target Date: 8/7/2023

Position #1: Tom Harman
Date Signed:

Position #2: Ryika Hooshangi
Date Signed:

Position #3: Nav Otal
Date Signed:

Position #4: Lloyd Warren
Date Signed:

Position #5: Mary Shustov
Date Signed:

<table>
<thead>
<tr>
<th>FUND NAME</th>
<th>FUND #</th>
<th>VOUCHER #/S</th>
<th>TOTAL VOUCHER AMOUNT</th>
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</thead>
<tbody>
<tr>
<td>#10 ELECTRONIC REMITTANCE Bank of America-Sect 125- maint fund (HSAEmployer Contributions for P Gowrlakshmi)</td>
<td>09-082-0010</td>
<td>WT.138067</td>
<td>$1,875.00</td>
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CORRECT GRAND TOTAL $1,875.00

BUC010-1-D1(King County) EFT request Date: 07/21/2023
COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

Position #1:  Tom Harman
Date Signed: 

Position #2:  Ryika Hooshangi
Date Signed: 

Position #3:  Nav Otal
Date Signed: 

Position #4:  Lloyd Warren
Date Signed: 

Position #5:  Mary Shustov
Date Signed: 

<table>
<thead>
<tr>
<th>FUND NAME</th>
<th>FUND #</th>
<th>VOUCHER #'S</th>
<th>TOTAL VOUCHER AMOUNT</th>
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<tbody>
<tr>
<td>#10 ELECTRONIC REMITTANCE Bank of America-Sect 125- maint fund (MOO August 2023, Health Equity HAS Contribution)</td>
<td>09-082-0010</td>
<td>WT.138068</td>
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<td>EFT request Date: 07/24/2023</td>
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CORRECT GRAND TOTAL $3,482.14
COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit: SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

Commissioner Meeting Target Date 8/7/2023

Position #1: Tom Harman
Date Signed:

Position #2: Ryika Hooshangi
Date Signed:

Position #3: Nav Otal
Date Signed:

Position #4: Lloyd Warren
Date Signed:

Position #5: Mary Shustov
Date Signed:

<table>
<thead>
<tr>
<th>FUND NAME</th>
<th>FUND #</th>
<th>VOUCHER #'S</th>
<th>TOTAL VOUCHER AMOUNT</th>
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</thead>
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<td>WARRANTS - Maint Fund</td>
<td>09-082-0010</td>
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<td>WARRANTS - Joint Fund</td>
<td>09-082-1010</td>
<td>200587-200588</td>
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<td>WARRANTS - Const Fund</td>
<td>09-082-3510</td>
<td>303488-303493</td>
<td>$77,483.86</td>
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</table>

BUC010-1-D1(King County)

CORRECT GRAND TOTAL $495,889.57
Warrant Date: 08-02-2023
Hi Linda, You have my authorization to process the vouchers.

Jay Krauss
General Manager

As the District’s designated Auditing Officer, please approve the attached Special District Voucher Approval Document by replying to this email confirming approval.

The District Board of Commissioners has authorized the District’s Auditing Officer to approve warranted expenditures and to provide the Board information on the warranted expenditures at the next available Commissioner meeting.

In addition, during the COVID-9 pandemic, King County is accepting email approvals by the Auditing Office in lieu of signatures for warrant submission.

Attached are the Auditing Officer Blanket Vouchers for the check run date of 8-2-2023 with a summary of these items below:

<table>
<thead>
<tr>
<th>Voucher ID</th>
<th>Fund Type</th>
<th>Amount</th>
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<tbody>
<tr>
<td>AP_SAMWTSWR_APSUPINV_20230726113519</td>
<td>Maintenance Fund 09-082-0010</td>
<td>$ 414,607.48</td>
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<tr>
<td>AP_SAMWTSWR_APSUPINV_20230726082037</td>
<td>Joint Fund 09-082-1010</td>
<td>$ 3,798.23</td>
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<tr>
<td>AP_SAMWTSWR_APSUPINV_20230726081335</td>
<td>Construction Fund 09-082-3510</td>
<td>$ 77,483.86</td>
</tr>
</tbody>
</table>

Thank you!

Linda Owens
Accounts Payable
Sammamish Plateau Water
NOTICE OF PUBLIC DISCLOSURE: Public documents and records are available to the public as required under the Washington State Public Records Act (Chapter 42.56 RCW). Accordingly, this e-mail, in whole or in part, may be subject to disclosure pursuant to the Public Records Act, regardless of any claim of confidentiality, privilege or exemption asserted by a third party.
Special District Voucher Approval Document

Scheduled Payment Date: 08/02/2023
Total Amount: $414,607.48
Control Total: 79
Payment Method: WARRANT

District Name: Sammamish Plateau Water and Sewer District
File Name: AP_SAMWTSWR_APSUPINV_20230726113519.csv
Fund #: 090820010
Maint Fund 138069 -138147

CONTACT INFORMATION
Preparer's Name: Linda Owens
Email Address: Accountspayable@spwater.org

PAYMENT CERTIFICATION

I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

<table>
<thead>
<tr>
<th>Jay Krauss by email</th>
<th>07/26/2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized District Signature Date</td>
<td>Authorized District Signature Date</td>
</tr>
<tr>
<td>Authorized District Signature Date</td>
<td>Authorized District Signature Date</td>
</tr>
<tr>
<td>Authorized District Signature Date</td>
<td>Authorized District Signature Date</td>
</tr>
</tbody>
</table>

Comm Target Date 08/07/2023

SUBMIT SIGNED DOCUMENT TO:
King County Accounts Payable
Attn: Special Districts
401 5th Avenue, Room 323
Seattle, WA 98104

Email: SpecialDist.AP@kingcounty.gov
Fax: (206) 263-3767

KING COUNTY FINANCE USE ONLY:
Batch Processed By: 
Date Processed: 

Printed On Wednesday, July 26, 2023 at 11:36:30 AM
## Special District Voucher Approval Document

**District Name:** Sammamish Plateau Water and Sewer District  
**File Name:** AP_SAMWTSWRAPSUPINV_20230726113519.csv

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Special District Voucher Approval Document

Scheduled Payment Date: 08/02/2023
Total Amount: $3,798.23
Control Total: 2
Payment Method: WARRANT

District Name: Sammamish Plateau Water and Sewer District
File Name: AP_SAMWTSWRAPSUPINV_20230726082037.csv
Fund #: 090821010
Joint Fund 200587 - 200588

CONTACT INFORMATION
Preparer's Name: Linda Owens
Email Address: Accountspayable@spwater.org

PAYMENT CERTIFICATION
RCW (42.24.080)
I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

<table>
<thead>
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<th>Jay Krauss by email</th>
<th>07/26/2023</th>
</tr>
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Comm Target Date 08/07/2023

SUBMIT SIGNED DOCUMENT TO:
King County Accounts Payable
Attn: Special Districts
401 5th Avenue, Room 323
Seattle, WA 98104

Email: SpecialDist.AP@kingcounty.gov
Fax: (206) 263-3767

KING COUNTY FINANCE USE ONLY:
Batch Processed By: ______________________
Date Processed: ________________________

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Special District Voucher Approval Document

Scheduled Payment Date: 08/02/2023
Total Amount: $77,483.86
Control Total: 6
Payment Method: WARRANT

District Name: Sammamish Plateau Water and Sewer District
File Name: AP_SAMWTSWR_APSUPINV_20230726081335.csv
Fund #: 090823510
Const Fund 303488 - 303493

CONTACT INFORMATION
Preparer's Name: Linda Owens
Email Address: Accountspayable@spwater.org

PAYMENT CERTIFICATION
RCW (42.24.080)
I, the undersigned, do hereby certify under penalty of perjury, that the materials have been furnished, the services rendered, the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim(s) is(are) just, due and unpaid obligation against the above-named governmental unit, that I am authorized to authenticate and certify to said claim(s).

Authorized District Signature(s) for Payment of Claims (Auditing Officer(s) or Board Member(s)):

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COMMISSIONER FUND SUMMARY APPROVAL DOCUMENT
Government Unit:  SAMMAMISH PLATEAU WATER & SEWER DISTRICT ALL FUNDS

BOARD OF COMMISSIONERS APPROVAL:
We the undersigned Board of Commissioners of the above named Governmental unit of King County, Washington do hereby certify that the merchandise or services hereinafter specified have been received and the vouchers identified below are approved for payment.

Commissioner Meeting Target Date:  8/7/2023

Position #1:  Tom Harman  Date Signed:
Position #2:  Ryika Hooshangi  Date Signed:
Position #3:  Nav Otal  Date Signed:
Position #4:  Lloyd Warren  Date Signed:
Position #5:  Mary Shustov  Date Signed:

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CORRECT GRAND TOTAL $118,348.04

BUC010-1-D1(King County)  EFT request Date:  07/25/2023
Active Agenda
Active Agenda
Item A

Review District Advocacy and Outreach Initiatives/Staff Resources
Memorandum

To: Board of Commissioners
From: Jay Krauss, General Manager
Meeting Date: August 7, 2023
Subject: District Advocacy and Outreach Initiatives/Staff Resources

At the Board’s October 2022 Retreat, a number of initiatives were identified by the Board related to communications, outreach, and advocacy. The following summarizes the initiatives identified by the Board at the retreat:

- **Crafting communications around the value of SP Water services and strategies.** SP Water is an exceptional steward of financial resources. By better communicating this to its community, SP Water can more easily justify its service rates, operational decisions, and financial strategies, all of which could bolster the organization’s relationship with the community.

- **Maintaining a strong, visible presence in the community.** Event booths and school programs have historically been successful ways to engage with community members, and SP Water could benefit from expanding these endeavors. By doing so, the organization can build trust with the community, which could encourage community members to advocate for SP Water when challenges arise.

- **Connecting with local community groups or programs.** Building a relationship with community groups could help SP Water better connect with its customers and understand their needs. For example, SP Water could connect with the Friends of Lake Sammamish, Citizens for Sammamish, Rotary clubs, local chambers of commerce, and civic leadership programs.

- **Strengthening the SP Water brand and identity.** SP Water’s current branding and imaging efforts could be strengthened by creating a more cohesive identity that shows what the organization stands for and who is a part of it. This could strengthen the community’s connection to SP Water and make its role and contributions more top of mind.

- **Using the website and social media to keep customers informed and engaged.** SP Water could share information and engage with the community regarding education about water quality, community partnerships, and PFAS issues. The organization could continue to monitor existing systems to evaluate and improve use of the website, social media tools, and other communications mechanisms.

- **Reviewing engagement staffing.** SP Water’s current capacity for community engagement and relationship building may not meet the levels necessary to achieve its goals. The organization should consider reviewing the Board’s goals in relation to staff capacity for involvement at community events.
• **Focusing advocacy efforts.** Update the Legislative and Strategic Issues Agenda based on this visioning/long-range planning discussion. SP Water should focus its efforts on issues most important to its customers, using its Mission Statement as a guide, and leverage associations to advance industry-wide issues.

• **Strengthening relationships.** Strong staff- and elected-level relationships with peers at the County and in peer cities can go a long way towards improved coordination and productive policy setting.

• **Tailoring approach to host city relationships.** It is challenging to maintain alignment with host cities given staff and elected official turnover, as well as potentially differences in interests, approaches, and priorities. Tailored approaches may be appropriate to each host city, including negotiating the details of specific key issues individually or establishing a comprehensive agreement through franchise agreements. With both cities, it is important to strengthen relationships, including through designated Commission liaisons, and to coordinate infrastructure and land use planning.

• **Exploring options to increase capacity for intergovernmental relations.** Options could include dedicated staff, or other means.

Since conducting the retreat, the Board has not had further discussions on advancing these initiatives. However, staff is currently preparing the FY 2024 operating budget, and would appreciate Board direction in the event additional staff or resources are needed to meet the Board’s vision and interests, or if changes need to be made to our communications plan. Additionally, Janet Sailer has expressed her intent to retire from her position as the Planning & Outreach Coordinator at the end of 2023. With Janet’s pending retirement and other anticipated staff transitions in the future, the District will have opportunities to revisit position roles to redirect current staff resources to meet the Board’s interests.

Current outreach and advocacy activities are somewhat decentralized between the Board, General Manager, Planning & Outreach Coordinator, and the Communications & Public Outreach Coordinator. Outreach and advocacy activities are typically associated with key messages and themes that were an outcome of the District’s branding exercise in 2014, the District’s strategic issues agenda, or our annual communication plan. Copies of these documents are included in the packet. Generally, most of the intergovernmental advocacy is taken up by the Board and general manager, and external and recurring activities are shared between the Planning & Outreach Coordinator and the Communications & Public Outreach Coordinator. However, based upon the retreat takeaways, the Board may have additional interests for redirecting or expanding our outreach and advocacy functions. At Monday’s meeting staff will provide an overview of the earlier branding exercise and its outcomes, the key messages and audiences identified in our annual communications plan, and further discuss the opportunity for allocating additional staff resources to support outreach and advocacy.
Key considerations for the Board to reflect on prior to the meeting include:

- Do current outreach and advocacy efforts appropriately capture and reinforce our brand and strategic issues?
- Does the District allocate sufficient resources and have staff capacity to meet Board interests?
- Are current resources and strategies adaptive to address communication in a fast-paced and changing environment?
- What are the Board’s goals and expectations for the District's external presence?
- What is the appropriate division of Board and staff roles and expectations for effective outreach and advocacy?

Staff looks forward to this review with the Board. If you have questions prior to the meeting, please contact me, Janet Sailer, or Gary Chittim.

Attachments:

1. Branding Report Presentation
2. Communications Plan
4. Legislative and Strategic Issue Agenda
Attachment 1

Branding Report Presentation
Sammamish Plateau Water and Sewer District
The Brand Defined

December 15, 2014
The District Brand Defined

- **Where we’ve been – Quick review**
  - Decades as stewards of our water and financial resources
  - Dealing with the threat of LRIG and aquifer contamination
  - Heading off an unwarranted assumption
  - Communicating all of the above to your customers
The District Brand Defined

- Where we’re going
  - Dealing with delicate relationships with neighboring cities
  - Casting for the optimal long-range plan for the District
  - Continued stewardship and protection of the water
  - Communicating all of the above to your customers
The District Brand Defined

- **Common Thread – Effective Communications**
  - Effective communications are a *necessity* for:
    - Government agencies
    - Free enterprise companies
    - Non-profit organizations
The District Brand Defined

- Effective Communications Requires that You:
  - Know your audiences
  - Have a distinct and easily identifiable brand
  - Present a brand promise that resonates with your audiences
  - Communicate this brand promise effectively
The District Brand Defined

- **What’s in a Brand?**
  - Who you are
  - What you do
  - What you promise
  - How you deliver on this promise
  - What your customers want
  - How customers benefit from your promise
  - The relationships that are built as a result
The District Brand Defined

Who you are
What you do
Brand Promise
Brand Relationship
Customer Benefit
Why is this important to the District?

- Building brand relationships will build *trust*
- *Trust* in the District will build support in your actions and decisions, now and in the future
- The District will be far ahead of your neighbors in brand and communications efforts
The District Brand Defined

The Process – Research
- PR campaign review
- Internal brand audit
- In-depth interviews of internal and external audiences
- Competitive landscape – districts, regionally/nationally
- Core audience demographics and behaviors
- Summarized research results into Key Findings
The District Brand Defined

- **The Process – Brand development**
  - Summarize Key Findings into Creative Brief
  - Define core audiences based on research
  - Conceptual Development – the secret sauce
  - Identify the brand pillars
  - Test the brand against all audiences
  - Develop communications samples to demonstrate the brand
The District Brand Defined

The Process – Start with your core audiences
- Homeowners/Renters
- Commercial business owners
- Builder/Developers
- Neighboring cities
- Neighboring/regional districts and alliances
- Government agencies
The District Brand Defined

Why your audiences are important

- To know your audience is to understand them
- Understanding the audience means communications will:
  - Be targeted to who they are
  - Provide information that is important to them
  - Make information relevant to their lives
The District Brand Defined

What we learned: Demographics

Sammamish compared to Issaquah/Redmond

- Highest % of adults 35 – 54: 37.60%
- Highest % of families: 60%
- Highest % of children per/hh: 33.80%
- Lowest senior population: 15.82%
- Lowest young adults 25 – 34: 8.4%
What we learned: Demographics

In Sammamish:
- 4-years college or masters degree: 63.5%
- $100,000 to $200,000: 43.7%
- $200,000+: 28.2%
- Median home cost: $606,100
What else we learned:

- But, there are families living under the poverty level;
- 12.4% of families are female head-of-household
- 15.9% have children under 18
The District Brand Defined

Here’s what this means about your customers:

- It’s a community of:
  - Working families with children
  - Solid upper-middle to upper-income earners
  - Lots and lots of kids with lots of activities
  - Parents commuting an average 30 minutes each way
  - Highly educated parents who place high value on education
The District Brand Defined

What this also means:

- They are a highly educated, highly discerning audience, however:
  - They are very busy
  - They are stretched thin with work, kids, activities
  - They prioritize – focus only on what’s really necessary
  - They scan the news, scan the mail, scan the internet
  - These families have a real sensitivity for safety and security
The District Brand Defined

- **What else we learned:**
  - It’s all about the water
  - Water quality, purity, safety and reliability are paramount
  - Water and sewer service is largely invisible – until it’s threatened
  - Clean, safe water is taken for granted – until it’s threatened
  - The District’s awareness increased during the LRIG campaign
  - Customers feel the District is more open/accessible than cities
What else we learned:
- There is an increased awareness to benefits of District’s stewardship
- Plateau residents are passionate about their water
- Confusion with city continues
- Higher degree of trust in District to manage water resources
- There’s high interest in disaster preparedness
- All interviewees agreed to provide emergency contact info
The District Brand Defined

What else we learned:

Commercial business owners want:

- Closer partnership with District
- More information up front
- Requirements that are scaled to the size of their business
- They want to do their part – want District to work with them
What else we learned:

Builder/Developers want:

- Fairness and flexibility
- Acknowledgment and respect
- Sensitivity that delays = financial risk
- Certificate of Agreement they can count on
- Predictability
- District to work with them – not against them
The District Brand Defined

How do we connect with busy ratepayer lives?

- Make information more compelling by:
  - Elevating communications format, presentation, voice
  - Making it easy to scan, grasp and register
  - Speaking to their hearts, minds, motivations
  - Making it relevant to their lives
  - Making it important enough to matter
  - Making them feel a part of the District
The District Brand Defined

- How do we connect with these busy lives?
  - Consider customers as “shareholders”
    - Communicate customers have ownership stake
    - Ownership increases reason to be interested
    - Ownership heightens the importance and relevance
    - Ownership increases sensitivity to safety and security
    - Ownership supports open, accessible, trusted, transparent District
    - Ownership conveys inclusiveness – supports relationships
The District Brand Defined

- **Perceptions – How the District perceives itself:**
  - Complex
  - Innovative
  - For the people
  - Responsive
  - Change agent
  - Clean, save water
  - Stewards
  - High quality
  - Efficiently run
  - Proactive
  - High standards
  - Tough but fair
  - Integrity
  - Open/Accessible
  - Dedicated
  - Service
  - Approachable
  - Run like business
  - Un-government
  - Water protectors
  - Respect
The District Brand Defined

- Perceptions – How *homeowners* perceive the District:
  - Trustworthy
  - Clean, pure water
  - Relationship
  - Impressive service
  - Water safety
  - Purity protection
  - Environment

- Largely invisible
- Passion
- Education
- Confidence
- Quick response
- Competitive
- Programs

- Confusing
- Planners
- Overall positive
- Like a business
- A voice
- Who’s who?
- Small town feel
Perceptions – How Commercial customers perceive the District:

- Great job: Informational
- Tell what you do/why: Clean drinking water
- Proactive: Open to listening
- Good balance: Staying with District
- Professional: Friendly
The District Brand Defined

Perceptions – How Builder/Developers perceive District:

- One-sided vs. Nice inspectors
- Difficult vs. Proactive
- Bureaucratic vs. Accountable
- Frustrating vs. Thorough
- Inflexible vs. Mystery invoices
- Rigid vs. Changing fees
- Why it can’t work vs. Complicated
Key Findings:

What’s most important to your customers?

- Water quality/purity
- Water safety
- Purity/protection
- Risk to water quality
- Sewer costs

Fear of losing control
Having a voice
Upset with fluoride
Security/Reliability
Commissioners = Voice
The District Brand Defined

Key Findings:

- Do customers read the District Communications?
  - Website: Pay bill/moving notice/forms
  - Water Quality Report: Some read/most recycle/too much copy
  - Newsletter: Some scan, more read now since LRIG
  - Newspaper: Read about LRIG/Rate increases
  - GM letter about LRIG: Biggest positive impact
The District Brand Defined

Key Findings – Competitive Environment at a glance

The following slides show logos and web banners from regional water/sewer districts as well as neighboring cities.

Why?

Our job is to ensure clear distinctions between competitors and the District while communicating a clearly defined brand within this space.
The District Brand Defined
The District Brand Defined
The District Brand Defined
The District Brand Defined

- **Opportunities:**
  - Put focus on what matters most – water quality and safety
  - Turn the “invisible service” into a benefit
  - Engage customers with water throughout communications
  - Create open, easy to scan and read communications
  - Leverage open engagement to reflect open/transparent District
  - Educate about ownership to elevate level of importance
  - Use inclusive approach to support customer loyalty
The District Brand Defined

- **Identifying the brand:**
  - To identify the brand, we become advocates for your customers
  - We develop a brand that will connect with all customers
  - We test the brand concepts against all audiences
  - We test the brand to ensure it creates the platform for success
The District Brand Defined

The Brand Statement

- The brand statement is not a tagline
- It’s the most succinct form of communicating the brand and the brand promise to its customers
- Once the statement is defined, all communications, actions and decisions become proof of this brand
The District Brand Defined

- The District Brand Defined

*Your clean water is always there because we’re always here.*
Your clean water is always there because we’re always here.

- Speaks to importance of pure, clean water
- Addresses safety in knowing it’s always clean
- Provides security knowing it’s always available
- Gives confidence that the District’s always on the job
- Gives permission to take the service for granted
- Makes it ok that service seems invisible – because it should!
Your clean water is always there because we’re always here.

- Supports expertise at all levels
- Demonstrates commitment to service
- Showcases leadership among utility districts and departments
- Reinforces stewardship of the water resources
- Builds confidence in high standards in sewer service
- Supports confidence that the District is always on the job
Your clean water is always there because we’re always here.

- Builds confidence in District’s emergency preparedness
- Provides pathway to demonstrate leadership in preparedness
- Leadership in emergency preparedness will engage people
- Emergency preparedness can also build partnerships/relationships
The brand is defined. What’s next?

Brand communications samples

- Logo
- Website
- Annual Water Report
- Newsletter
- Customer letter
- Signage
The District Brand Defined

Next Steps
- Present the brand to staff – enlist employees as brand ambassadors
- Address key customer exposure points for brand behavior coaching
- Work with staff to begin work on priority communications strategies
- Develop production budgets, timelines for projects
- Determine brand rollout timing, sequencing
- Keep commissioners abreast of progress
Sammamish Plateau
Water and Sewer District
Logo Design
Brand Design and Messaging: Website
Your clean water is always there because we’re always here.

It’s easy to take our clean water for granted. We don’t.

Open a faucet and out flows this fresh, clean, life-sustaining resource. This is no simple task. The people of the Sammamish Plateau Water and Sewer District take our responsibility seriously to make sure your water remains clean and safe, reliable and affordable.

The District has been a steward of this water resource for over 60 years. From our start in 1948, we now serve an area of 29 square miles and provide clean, affordable drinking water to over 54,000 people. Whether it’s sourced from our aquifers or surface resources, we embrace the responsibilities of giving people and businesses easy access while maintaining the long-term mission of protecting the resource.

It’s your water. Every time you pay your bill, that money goes directly into protecting, developing and maintaining the water and sewer infrastructure for the generations ahead. We invite you to let us know how we’re doing.
Your clean water is always there because we’re always here.

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It’s your water. Every time you pay your bill, that money goes directly into protecting, developing and maintaining the water and sewer infrastructure for the generations ahead. We invite you to let us know how we’re doing.
The water you’re using today we planned for 30 years ago.

Et evelend errovid quas es doluptam quas iium qui aut porro corro omnime sus quatur sitiam, volupta tecusd a mos quid quatis quo te con nit que con nat quiatur sunda cum fugiatium quiatur a qui bustias adicatem cum et que quasitae et evelend errovid quas es doluptam quas iium qui aut porro. Corro omnime sus quatur sitam, vut tecusdandis mos quid quatis quo te con nit que con nat quiatur sunda cum.

Fugiatium quiatur a qui bustias adicatem cum et que quasitae. Et evelend errovid quas es doluptam quas iium qui aut porro corro omnime sus quatur sitiam, volupta tecusdandis mos quid quatis quo te con nitque.

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The water you’re using today we planned for 30 years ago.
Six Ways You Can Conserve Water at Home

Et evelend errovid quas es doluptam quas ium qui aut porro corro omnime sus quatur sitiam, volupta tecusd a mos quid quatis quo te con nit que con nat quiatur sunda cum fugiatiatium quiatur a qui bustias adicatem cum et que quasitae et evelend errovid quas es doluptam quas ium qui aut porro. Corro omnime sus quatur sitam, vut tecusdandis mos quid quatis quo te con nit que con nat quiatur sunda cum fugiatiatium quiatur a qui bustias adicatem cum et que quasitae.

Fugiatiatium quiatur a qui bustias adicatem cum et que quasitae. Et evelend errovid quas es doluptam quas ium qui aut porro corro omnime sus quatur sitam, volupta tecusd a mos quid quatis quo te con nit que con nat quiatur sunda cum fugiatiatium quiatur a qui bustias adicatem cum et que quasitae et evelend errovid quas es doluptam quas ium qui aut porro. Corro omnime sus quatur sitam, vut tecusdandis mos quid quatis quo te con nit que con nat quiatur sunda cum.

Local Science Classes Chart Water Usage

Et evelend errovid quas es doluptam quas ium qui aut porro corro omnime sus quatur sitiam, volupta tecusd a mos quid quatis quo te con nit que con nat quiatur sunda cum fugiatiatium quiatur a qui bustias adicatem cum et que quasitae et evelend errovid quas es doluptam quas ium qui aut porro. Corro omnime sus quatur sitam, vut tecusdandis mos quid quatis quo te con nit que con nat quiatur sunda cum fugiatiatium quiatur a qui bustias adicatem cum et que quasitae.

Fugiatiatium quiatur a qui bustias adicatem cum et que quasitae. Et evelend errovid quas es doluptam quas ium qui aut porro corro omnime sus quatur sitam, volupta tecusdandis mos quid quatis quo te con nitque. Fugiatiatium quiatur a qui bustias adicatem cum et que quasitae. Et evelend errovid quas es doluptam quas ium qui aut porro corro omnime sus quatur sitam, volupta tecusdandis mos quid quatis quo te con nitque.
Brand Visuals
Collateral and Signage
ANNUAL DRINKING WATER REPORT
Summer 2015

IN THIS REPORT:
General Manager’s Message
2014 Water Highlights
Our Regional Water System
EPA Drinking Water Information
Cascade Water Alliance Message
Lead and Copper Sampling
Backflow Assembly Testing
Water Use Efficiency
New record for fewest service disruptions

If you are looking here to find something interesting to read, you are looking in the wrong place. This text is here merely to give this page the look and feel of an actual printed document. It would probably serve you better to notice the ideas, layout and emotional tone of this page rather than continue reading this. In fact, to discourage you from reading further, the text will become extremely repetitious. If you are looking here to find something interesting to read, you are looking in the wrong place. This text is here merely to give this page the look and feel of an actual printed document. If you are looking here to find something interesting to read, you are looking in the wrong place. This text is here merely to give this page the look and feel of an actual printed document. If you are looking here to find something interesting to read, you are looking in the wrong place. This text is here merely to give this page the look and feel of an actual printed document.

Jay Krauss
General Manager
Our Regional Water System

You enjoy a blend of clean water from safe sources.

The District utilizes water from the regional surface water supply to supplement our groundwater resources. While nearly 80% of your drinking water comes from groundwater, over 20% of your water comes from the regional surface water supply and is blended with the groundwater before being supplied to your home.

Cedar River Watershed

Cedar River near Landsburg

Up in the mountains east of North Bend lies a 90,000 acre wilderness. Melting snow feeds mountain streams and water collects in Chester Morse Lake and the Masonry Pool. At Landsburg, the water is screened to remove debris, chlorinated to remove microbial contaminants, fluoridated for dental health, and further treated to meet federal and state standards. Cedar River water is supplied to the District through a southern intertie in the Plateau Zone in Issaquah.

Tolt River Watershed

South Fork Tolt Reservoir

The Tolt River Watershed is located in the foothills of the Cascades east of Carnation. The watershed is nearly 13,000 acres in size, and can provide up to 100 million gallons of drinking water a day. The South Fork Tolt Reservoir can store up to 18.3 billion gallons of water. The Tolt Treatment Facility provides increased reliability and flexibility of the regional water system. The Tolt River water enters the District through an intertie in the northern part of the Cascade View Zone.

2013 Water Quality Data - Regional Water System

<table>
<thead>
<tr>
<th>Detected Compounds</th>
<th>Units</th>
<th>EPA’S Allowable Limits</th>
<th>Levels in Cedar Water</th>
<th>Levels in Tolt Water</th>
<th>Typical Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MCLG</td>
<td>MCL</td>
<td>Average</td>
<td>Range</td>
</tr>
<tr>
<td>Total Organic</td>
<td>ppm</td>
<td>NA</td>
<td>TT</td>
<td>0.8</td>
<td>0.4 to 1.4</td>
</tr>
<tr>
<td>Cryptosporidium*</td>
<td>#/100L</td>
<td>NA</td>
<td>NA</td>
<td>ND</td>
<td>ND</td>
</tr>
<tr>
<td>Finished Water</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turbidity</td>
<td>NTU</td>
<td>NA</td>
<td>TT</td>
<td>0.4</td>
<td>0.2 to 2.7</td>
</tr>
<tr>
<td>Barium</td>
<td>ppb</td>
<td>2000</td>
<td>2000</td>
<td>1.8</td>
<td>(one sample)</td>
</tr>
<tr>
<td>Cadmium</td>
<td>ppb</td>
<td>5.5</td>
<td>ND</td>
<td>0.35</td>
<td>(one sample)</td>
</tr>
<tr>
<td>Fluoride</td>
<td>ppm</td>
<td>4.4</td>
<td>0.8</td>
<td>0.7 to 0.9</td>
<td>0.8</td>
</tr>
<tr>
<td>Nitrate</td>
<td>ppm</td>
<td>10</td>
<td>10</td>
<td>0.02</td>
<td>(one sample)</td>
</tr>
</tbody>
</table>

Cryptosporidium* Cryptosporidium was not detected in any samples from the Cedar and in one sample from the Tolt (3 samples each supply).

EPA Drinking Water Information

Important information about drinking water from the EPA

Some people are more sensitive to contaminants in drinking water. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly persons, and infants can be particularly at risk from infections. These people and their caregivers should seek advice about drinking water from their health care providers.

The Environmental Protection Agency and Centers for Disease Control’s guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791. The guidelines are also on the EPA’s website at www.epa.gov/safewater.

Water dissolves naturally occurring minerals and other substances as it travels over the surface or through the ground. The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the land surface or through the ground, it dissolves naturally occurring minerals and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

All drinking water, even bottled water, likely contain small amounts of contaminants. The presence of contaminants does not necessarily mean that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline. To ensure that tap water is safe to drink, the United States Environmental Protection Agency adopts regulations setting the water quality standards for public water systems. The U.S. Food and Drug Administration regulates contaminants in bottled water and is responsible for providing the same level of public health protection.

A message from Cascade Water Alliance

Cascade Water Alliance works in partnership with the Sammamish Plateau Water and Sewer District and its other members to ensure that you receive clean drinking water every day. Cascade, now in its 15th year, was formed in 1999. Members include the cities of Bellevue, Issaquah, Kirkland, Redmond and Tukwila and the Sammamish Plateau and Skyway Water and Sewer Districts.

Currently, Cascade negotiates contracts with Seattle Public Utilities to purchase water from the Seattle system to supply to its member agencies. Cascade acquired Lake Tapps in east Pierce County in 2009 as the newest water supply in the region in decades. As a result of efficient water use through responsible plumbing codes, water efficient appliances and efforts of our customers, we currently have enough available water to delay the development of Lake Tapps until years in the future! Lake Tapps remains as a valuable water resource for the region to be developed when needed.

Planning for water takes decades. That’s why Cascade and the District are planning now for that future. When you turn on the tap at home or at work for a drink of cool, clean, safe and reliable water, it will be there today and tomorrow. Visit www.cascadewater.org to learn more.
News Splash

For less than the cost of one bottle of water, we deliver water to your home for a whole day.

You can’t put a price on the value of clean, safe water, but we thought you might want to know how your rates are set.

(Read about it on Page 2)
How The District Sets Your Rates

1. Assigning the true cost of service between water and sewer customers. Not all customers receive both water and sewer service from the District. We serve 17,200 water customers compared to 11,000 sewer customers (the rest utilize septic service from the District). We serve 17,200 water customers and operate 12 wells, 8 water storage reservoirs, 25 sewage pump stations, multiple water pressure zones, and two regional water connections. We produce over 1.5 billion gallons of water annually for the 55,000 people who use this resource.

2. Employing an incremental system of annual revenue adjustments to mitigate the need for large rate adjustments through long range planning.

3. Requiring that new development and customers buy into adjustments to mitigate the need for large rate adjustments. The balancing of current rate levels with future capital replacement needs can be quite challenging, particularly when many assets aren’t readily visible to staff and customers. Nonetheless, the District has maintained relative rate parity with other regional utility providers, while maintaining reasonable rates, the District is still able to set aside $0.21 of every dollar of water rate revenue and $0.04 of sewer rate revenue for future replacement. One recent survey by a neighboring King County utility revealed SPWSD may be in the best fiscal condition of any utility in the region.

4. Practicing intergenerational equity by establishing capital reserves for the future replacement of system assets as today’s customers utilize a depreciating infrastructure base. In doing so, large capital costs for replacing and maintaining the system aren’t deferred to future customers and generations.

The District’s fiscal system strives to balance a number of factors including:

- Fund Balance 24%
- Debt Services 9%
- Engineering Services 6%
- Debt Services 9%
- Capital Replacement 10%
- Fund Balance 7%

- Fund Balance 7%
- Debt Services 9%
- Capital Replacement 22%
- Fund Balance 7%
- Sewer Operations 21%
- General Management 30%
- Engineering Services 3%
- Debt Services 9%
- Capital Replacement 10%
- Fund Balance 24%

- Water Operations 21%
- Cascade Water Alliance 13%
- General Management 25%
- Engineering Services 3%
- Debt Services 9%
- Capital Replacement 22%
- Fund Balance 7%

How To Prepare For Drinking Water Emergencies

To be prepared for a drinking water emergency, the Washington Department of Health recommends the following:

Storing Emergency Water

- Store one gallon of water per person per day. Keep at least a three day supply of water per person.
- Use proper storage containers. Never use jugs previously used for storing chemicals, bleach, pesticides, solvents or antifreeze. You can purchase five gallon water storage containers at many hardware or sporting goods stores. Change out the water at least every six months to keep it fresh.
- Storing bottled water is a good option. If you store bottled water, be sure to change it out annually.

If a safe supply of water is not available, such as during a prolonged emergency or a contamination incident, it should be treated before being used.

Boiling:

Boiling is the best way to purify water that is unsafe because of the presence of bacteria or protozoan parasites. Boiling should not be used when toxic metals or chemicals have contaminated the water.

- Place the water in a clean metal or glass container and bring to a full boil.
- Continue boiling for three to five minutes.
- Cover the boiled water while cooling and then transfer it to the appropriate storage container.
- Keep a propane stove, such as a camping stove, handy for boiling water. Remember that your usual source of energy may not be available during an emergency.

Purifying Water by Adding Liquid Chlorine Bleach:

If boiling is not possible or practical, you can use household liquid bleach to kill microorganisms.

- Use only regular household liquid bleach that contains 5.25 percent sodium hypochlorite. Do not use scented bleaches, color safe bleaches or bleaches with added cleaners.
- Add six drops of bleach per gallon of water (about 1/4 teaspoon), stir and let stand for 30 minutes. If the water does not have a slight bleach odor, repeat the dosage and let stand another 15 minutes.

A Customer Asks about eColi

A: Fugiattiatium quiatur a qui bustias adicatem cum et que. Quaestia et eveland evrovid quas es doluptam quam ium qui aut porro quatis quo te con nitque con nat quiatur:

Q: “Sunda cum fugiattiatium quiatur a qui bustias adicatem cum et que. Quaestia et eveland evrovid quas es doluptam quam ium qui aut porro. Corro omnime sus quatuer stam, vut teucsdandis mos quid quatis quo te con nitque con nat.”
Let’s Talk About Our Water

Our mission is to provide safe, efficient, and reliable water and sewer services by being a leader in the planning and the practice of fiscal and environmental stewardship.

We always want to hear your thoughts on all things relating to your water.

So please email us: info@spwsd.org

Give us a call: 425.392.6256

Write: 1510 228th Avenue SE, Sammamish WA 98075
July 24, 2014

Via U.S. Mail and Certified Mail

RE: Notice of the Adoption of Latecomer Reimbursement Charges relating to the Benham Ridge project

Tax Lot No: «Benham_Ridge_Property_Owners_List_»

Dear «F2» «F3»:

We have some good news regarding the opportunity to connect to a new sewer line in your neighborhood. This is a follow up to information that you should have received from the District last month regarding the sewer line constructed along 212th Avenue N.E. and Inglewood Hill Road as part of the Benham Ridge project. If you choose to connect to the new sewer line you will be charged your share of the cost of constructing the line based on your property noted above.

Last month, the District provided you with information regarding the proposed adoption of a Latecomers Reimbursement Agreement for the sewer line constructed along 212th Ave NE and Inglewood Hill Rd as part of the Benham Ridge project. This Agreement provides for payment of the pro rata share of the cost of the sewer line by property owners who connect to the sewer. Your property noted above was included in the proposed agreement.

On July 21, 2014, the Sammamish Plateau Water and Sewer District's Board of Commissioners adopted Resolution No. 4381, approving the Latecomer Reimbursement Agreement and authorizing the District to record the Agreement with the King County Office of Records and Elections. The amount of the reimbursement for your property identified above, as shown on the attached Exhibit C in the Reimbursement Agreement, will be recorded as a Notice on Title on your property, which shall be paid at the time your property identified above is connected to or makes use of the sewer. Other charges for sewer service, including General Facility Charges, side sewer permit fees, and regional treatment charges, would also be owing at the time of connection. If you are interested in receiving sewer service, you may contact the District's Customer Service Department for current fees and charges.

If you have any questions, please feel free to contact me at (425) 392-4931, Ext. 228 or via email at jackson.dove@spwsd.org.

Sincerely,

Jackson Dove
Project Manager

Enclosure: Resolution No. 4381 and Benham Ridge Sewer Latecomer Reimbursement

JDD 14-07-84 Notice of Adopted Charges (Gravity Sewer).docx
Your clean water is always there because we’re always here.

spwspd.org
Your lawn doesn’t need water every day like you do.

spwspd.org
Gardening classes that protect our water.

Sign up today.

spwstd.org
BOIL WATER BEFORE USING!

spwspd.org
Attachment 2

Communications Plan
December 19, 2022
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INTRODUCTION

Sammamish Plateau Water® ("the District") relies on a clearly defined communications strategy to build trust, recognized value, and positive relationships with its audiences. Customers, partners and stakeholders may have no idea how their water is treated, how much they really use, or where their water comes from. The District needs to develop a better understanding of its value and quality of services.

The District’s Board of Commissioners recognized the critical role of communications in the success of overall operations and approved the hiring of a dedicated communications professional. The Communications and Outreach Coordinator is responsible for a Communications Plan to serve as a blueprint the District’s overall communication strategy.

DISTRICT BRAND

The Sammamish Plateau Water brand defines us. It’s our reputation, our values, our commitments. It’s how we fulfill our commitments through strategic actions, plans and standards. It’s how we strengthen our relationships and forge new ones. The District reinforces the brand through organizational commitments that address important issues like public health, the environment, customer service, and sound financial management:

- Accountability
- Aquifer protection
- Best-in-class utility
- Clean and safe drinking water
- Customer engagement
- Customer service
- Efficient operations
- Environmental stewardship
- Fiscal responsibility
- Flexibility
- Honesty
- Innovation
- Reliable water and sewer services
- Thought leadership
- Transparent communications
- Trust and integrity

This is how we build powerful brands. Connecting these commitments and values to message themes and communications initiatives puts our brand in action. There is a strong sense of pride within the organization. This plan provides tools for all staff members to be effective brand ambassadors and spread the pride throughout the community to foster a public sense of unity and commitment.
PURPOSE

The purpose of this Strategic Communications Plan is to identify communications goals, key audiences and message themes, and provide a guiding framework for continuing and expanding upon the District’s communications activities. It establishes a baseline for how the District engages audiences in a manner that supports the District’s mission and values. It promotes fresh strategic thought to ensure the District delivers value to its customers and other key groups.

The Strategic Communications Plan is an evolving document. Staff makes changes based on the vision of the Board of Commissioners and recommendations by staff. It serves as a blueprint for the Communications and Outreach Coordinator’s annual goals and initiatives.

PLAN DEVELOPMENT AND MAINTENANCE

Development

This Strategic Communications Plan is the result of a continuing investigative process incorporating input from a variety of sources:

- A series of interviews over the course of several weeks with commissioners, department managers, and key staff
- An audit of District communications and outreach tools and activities
- Site visits to key District infrastructure
- Reviews of communications plans from neighboring entities,

This analytical process will be ongoing as communications processes and strategies are developed and adjusted over time.

Maintenance

The Board of Commissioners approves all major revisions. Major revisions include changes to core philosophies of the plan that would alter its intended objectives. Examples of major revisions include significant changes to, or additions of, message themes, communications goals or key initiatives.

The General Manager and the Communications and Outreach Coordinator may make minor revisions that do not alter the core philosophies of the Plan. These minor revisions include, but are not limited to, correcting typographical and grammatical errors, and revising the supporting “living” documents identified as appendices to the Plan.

Appendices previously listed as “TBD” are to be determined, and staff will send revisions to the Board of Commissioners for review and revision.

Annual Review

Staff reviews this plan annually to keep activities current, respond to new initiatives, and reflect changing priorities.
Reporting

The Communications and Outreach Coordinator will provide the Board of Commissioners updates on the activities associated with the development, implementation and execution of the Strategic Communications Plan and its supporting documents. Staff will incorporate information in the monthly Communications and Public Outreach Report.

GUIDING PRINCIPLES (WHAT ARE OUR ASSUMPTIONS ABOUT COMMUNICATIONS?)

The following guiding principles form the basis for planning, implementing, and evaluating the District’s communication activities:

Collective Brand Advocacy

Communication is everyone’s job. Employees’ words, actions and behaviors are the direct representation of the District’s brand.

Our people are our greatest asset

Telling the District’s story can be very effective when told through the lens of the people who make it work. We have great people working here and by featuring them in our communications efforts, we help our audience relate on a human level rather than us as just another government agency.

Proactive vs. Reactive

The District will take a proactive approach to foster efficient, transparent, and effective communications. This gives the District the opportunity to tell its own story rather than rely on others to interpret the District’s actions, issues and decisions.

Perception is Reality

The District will provide timely, accurate, consistent messaging to ensure that perceptions are correct.

Outward Facing

The District will provide information that is benefit-based and relevant to specific audiences.

Tailored and Defined

The District will define and tailor messages to specific audience segments based upon their needs. Communications should support and reflect the goals and values of the District.
Conversational and Inclusive

District communications should be easy to understand and have a style that is friendly, approachable, and conversational. A style that promotes inclusivity and treats customers as “shareholders” with ownership in the water and sewer systems.

Holistic / Multi-Channeled Approach

The District will combine various communications methods to harness and blend the individual benefits of each channel for a stronger impact.

DEFINITIONS OF KEY TERMS

The following are definitions for key terms and examples using the implementation of a new digital customer engagement platform as an illustration:

Goal

A broad, long-term, general outcome. Goals define the desired end results that we strive to achieve, and provide general direction and a purpose for our efforts.

Example – Increase two-way communications and audience engagement.

Strategy

A general approach taken to achieve a goal.

Example – Research and embrace the latest in technology platforms.

Initiative

An actionable and time-focused method used to pursue a strategy.

Example – Introduce new digital customer engagement platform that provides customer benefits like simplifying billing and payment processes, and empowering customers to monitor and manage their account and water use.

Tactics

Specific tools and/or activities used to execute an initiative.

Examples:

- Dedicate direct mail pieces to the new digital customer engagement platform and its benefits.
- Place print and online advertising in available local publications.
- Submit media releases when appropriate.
- Create social media content including the sharing of customer experiences.
- Conduct community presentations and demonstrations, including assisting customers with creating their user accounts.
COMMUNICATIONS GOALS (What do we want to achieve?)

The District will achieve the following communications goals through identified strategies, initiatives, and tactics. Evaluation of communications initiatives and tactics will be ongoing throughout the process.

Humanize the District

Feature members of our team to help customers, partners and stakeholders understand the hard work, dedication and expertise necessary to operate a safe, dependable water and sewer system.

Increase the understanding of the District's water and sewer operations

It is important for people understand the critical nature of our services. This includes identifying the complexity of the District’s infrastructure, including water sources, wastewater collection and transport, the District's investments and asset management resources. The more customers are aware of the investments and efforts taking place beyond regular service, the more likely they are to appreciate the District’s value and quality of services.

Increase two-way communications and audience engagement

Audience engagement is an important piece of the communications process. Audience feedback provides a better understanding of audience needs, concerns, and expectations, leading to more targeted and effective messaging and outreach efforts. Engagement activities such as customer surveys, social media, and community visits and events, help the District control messaging, and guide potential problems through to organized resolution, while maintaining trust.

Maintain a positive image of the District as an industry leader in water and sewer service

Consistently distribute value-driven information that reflects the District’s goals and key message themes to maintain the District’s reputation as an industry leader in water and sewer service. This becomes increasingly important as local municipalities consider assuming portions of the District’s service area. The District should continue to educate ratepayers about the value the District provides so that it remains the best choice for managing water and sewer services and infrastructure.
Continue brand awareness

It will take sustained work to communicate the District’s distinct brand platform to its audiences. The new brand distinguishes the District’s identity in the minds of its audiences. The District will extend and communicate the brand through strategies and actions identified in the Plan. By fostering continued brand awareness, the District will:

- Build trust, certainty, recognized value, and relationships with its audiences.
- Engage more effectively with all audiences.
- Gain mindshare in the age of information overload.
- Create a positive image of the District and an understanding of its mission.
- Establish the District’s credibility as experts and thought leaders.
- Create internal unity and a sense of a shared purpose.
- Establish a consistent platform to guide all communications from and experiences of the District.

Quickly monitor and manage impacts of third party characterizations and activities

Proactive communications are the goal but chances are there will be times when the District must respond to third party characterizations and circumstances. It is important that the District be prepared to rapidly respond to changing circumstances, handle the implications of key issues, and actively manage these situations with defined, timely, open, and transparent information that builds and/or repairs trust with audiences.

Respond to social media postings

Communications and Outreach Coordinator will monitor District and neighborhood social media sites for negative comments and misinformation. When it occurs, staff will ask the customer to send a personal message, call or send us an email and provide customer information so that staff can respond offline. The goal is to handle problems or confusion quietly and outside of a public forum. District staff may post a generic message providing accurate information to set the record straight for other users.

Example: “We’re sorry to hear you are having this issue. Please call our office at (425) 392-6256 or email us at billing@spwater.org and provide your customer account number or service address. We will have one of our professional customer service representatives help you resolve the problem.”

PRIMARY AUDIENCES (Who do we want to communicate with?)

Sound communication planning recognizes that every audience is made of many smaller, unique audience segments that receive and respond to information differently. The District can maintain a comprehensive audience database separate from this plan to ensure that the District is reaching all of its core audiences.
Direct Ratepayers (Our Customers)

A 2014 demographic study conducted by Twelves, Unlimited, LLC, concluded that the District’s customer base consists of primarily working families with children whose members are mostly solid upper-middle to upper-income earners, commuting an average of 30 minutes each way. However, there are segments of the population living under the poverty level. Customers are generally highly educated but are very busy and stretched thin with work, kids, and activities. They tend to scan the news, mail, and the internet. The District should communicate to this audience group in a conversational in tone (brand voice); relevant to their lives; easy to scan, grasp and register; and make them feel like a part of the District with ownership in the infrastructure.

Indirect Ratepayers (Shared Customers/Homeowners’ Associations)

Portions of residents within the District’s service area are renters who receive a water bill through either a homeowners’ association, or a property owner. In some instances, the District bills renters directly for their water use, and renters receive bills and newsletters addressed to the residence, rather than the homeowner. The District will consider additional means of communications to reach this audience.

- **Major Homeowners’ Associations** – Providence Point Community, Klahanie Association, Trossachs, Summerhill, Fairfield Greens, Renaissance Ridge, Cameray, Aldarra Estates.

  *(Note: this is not a complete list of HOAs. The District can generate a full list of HOAs as projects require.)*

Cities of Sammamish and Issaquah, and King County

It is essential the District communicate openly with representatives of relevant jurisdictions to maintain positive and collaborative relationships. District considers the cities and King County to be primary audiences. Staff develops important partnerships with these organizations by coordinating public outreach programs and events, as well as organizing joint activities and operations that require oversight, permitting, or regulation.

District Employees

Each individual employee reflects the organization in their daily work and serves as a representative in the community. Employees need to be aware of news, activities and events of the District to act as brand ambassadors and be effective communicators with the public. This requires regular media and public interaction training provided by the Communications Coordinator.
Board of Commissioners

Elected Commissioners not only represent the community to the District, but they also represent the District to the community. They are a priority audience as it is imperative that they are knowledgeable of District programs and services, as well as key messages.

Media

It is important to maintain relationships with media representatives (print, digital and broadcast) and keep them updated and informed about District and water supply issues affecting the community. The recent decline in local print media presents a challenge for the District to stay ahead of public messaging efforts. Staff will continue to seek out new opportunities to maintain effectiveness. Consistent media engagement tells the District’s story, builds and maintains credibility, garners support, and demonstrates openness and transparency. The media’s coverage of the District can have significant influence on the image of the District in the public’s eyes.

SECONDARY AUDIENCES

Community

The District will engage the community in issues pertaining to the water supply and services. The District will develop and maintain communications and public outreach partnerships with the following community organizations:

- Hopelink and Eastside Friends of Seniors, UBAP
- Community organizations – Sammamish Heritage Society (in conjunction with 75th Anniversary in 2023), Citizens for Sammamish, Pine Lake Community Club, Beaver Lake Community Club, Sammamish Community YMCA, King County Libraries in Sammamish, Issaquah and Redmond.
- Service organizations – Kiwanis Club of Sammamish, Kiwanis Club of Issaquah, Providence Point Kiwanis Club, Rotary Club of Sammamish, Rotary Club of Issaquah.
Builders, Developers and Major Property Owners

The District will clearly communicate with builders and developers to successfully secure water and sewer service for residential and commercial properties. Construction activities can have negative impacts on water quality if runoff, sediment control, and waste materials are not properly controlled.

For this reason, it is important for the District to communicate policies, improvement standards, and technical specifications to this audience group. Some of the primary builders and developers are:

- Master Builders Association, Quadrant Homes, Seattle Real Estate Holdings, LLC, American Classic Homes, LLC, Murray Franklyn, William E. Buchan Homes
- *Major property owners* - Boulder Creek Apartments, Timbers Apartments, Daybreak at Issaquah Ridge, Holland Residential Apartments (*Note: this is not a complete list of property owners. The District can generate a complete list as projects require.*)

Government and Regulatory Policymakers

The District will notify government elected officials and regulatory organizations of District programs and activities. This is helpful from an economic perspective (benefits to their districts and constituents) and from a regional water supply perspective. As these entities may receive inquiries about the District’s water supply and service, it is imperative that they understand the importance of the District and its water system and operations. The District will want to keep positive, open relationships with this audience group in order to foster cooperation and compromise.

- County - King County elected officials, King County Office of Emergency Management, King County Wastewater Treatment Division, King County Regional Water Quality Committee, Metropolitan Water Pollution Abatement Advisory Committee (MWPAAC), King County Department of Natural Resources and Parks.
- State - WA State elected officials, Department of Health, Department of Ecology.
- Water/sewer industry specific - Washington Association of Sewer and Water Districts (WASWD), American Water Works Association (AWWA) - Pacific Northwest Section, East King County Regional Water Association, Evergreen Rural Water of Washington, Sno-King Water District Coalition, NE Sammamish Water and Sewer District.
- Cascade Water Alliance (CWA) - The District coordinates conservation and education programs that benefit our customers. Cascade Water Alliance also represents the District at public events, and it is important to collaborate with them to maintain consistent communications with the public.

Business and Industry

The strength of the community depends on the success of local businesses and industry. It is important that these groups stay informed about water-related issues pertaining to their businesses and the community.

- Sammamish and Issaquah Chambers of Commerce, multi-family development property owners, local businesses.
MESSAGE THEMES (What do we want to say?)

It is critical for effective communications that messages are truthful, consistent, and well planned. The writer should avoid technical language or industry jargon as much as possible to make certain that messages are understandable for general audiences. Levels of technical detail are determined based upon the audience. Communications should not only focus on what the District wants to say, but on outward facing aspects as much as possible (i.e. “What’s in it for me?”) The District will also communicate in a way that does not point fingers at other organizations, but remains focused on positive, open, and transparent messages about the District and its services.

The District will incorporate the following strategic message themes into all communication efforts to support communications initiatives. These message themes provide the framework for communications created by the District, and include examples of supporting statements.

- District Mission Statement
- Authority and Expertise
- Reliability and Dependability
- Trust and Transparency
- Efficient and Effective Governance
- Conservation and Stewardship

District Mission Statement

“Sammamish Plateau Water will provide safe, efficient, and reliable water and sewer services by being a leader in the planning and the practice of fiscal and environmental stewardship.”

Authority and Expertise

“Sammamish Plateau Water is your local water and wastewater specialist.”

Example statements:

- Since 1948, Sammamish Plateau Water has been providing water services 24/7/365 to more than 64,000 residents and wastewater services to more than 46,000 people within a 29 square-mile area throughout Sammamish, parts of Issaquah, Redmond, and unincorporated King County.

- Sammamish Plateau Water is a special purpose district created in 1948 through King County legislation to meet the water and sewer needs of the community. The District operates separately from the City of Sammamish, and has an elected Board of Commissioners.

- Water moves through more than “x” miles of pipe and “x” pump stations. (Update this number annually.)

- The District maintains and services the wastewater system and its “x” miles of pipe. (Update annually.)
Reliability and Dependability

“Customers can depend on Sammamish Plateau Water for a reliable and safe supply of water now and in the future.”

Example statements

- District core value of “Customer Service” - We are responsive to internal and external customer needs using exceptional customer service skills. Together, we consistently exceed customer expectations as we strive to achieve excellence in every aspect of our work.

- Brand Statement – “Clean water is always there because we’re always here.” This statement is a way for people to connect emotionally to the District’s brand.

- The District has highly skilled water and sewer personnel that are on the job 24/7/365 to make sure that customers have high-quality water and uninterrupted service.

- The District executes a comprehensive water quality monitoring program to ensure that drinking water meets or exceeds state and federal regulations. The District tests for unregulated contaminants, including PFCs, as required under the EPA’s Unregulated Contaminant Monitoring Rule (ECMR).

- The District’s Annual Drinking Water Quality Report includes water quality test results, and highlights the efforts and programs it takes to provide great tasting, high-quality water for generations to come.

Trust and Transparency

“Sammamish Plateau Water is dedicated to consistent, open, and transparent communication with our customers, industry partners, the media, and the community, in order to maintain credibility and integrity.”

Example statements:

- The District is committed to maintaining a close relationship with the community by consistently communicating in a timely, honest, and transparent way that provides value to our customers.

- District core value of “Trust”– We establish credibility by consistency in work and interactions. We assume positive intent and seek to build trust.

- District core value of “Communication” – We communicate transparently and respectfully. We listen actively with the intent to understand the message.
Efficient and Effective Governance

“Sammamish Plateau Water utilizes best industry practices that serve to protect and maintain the utility’s physical and financial assets.”

Example statements:

- The District places a priority on having a sustainable water infrastructure by improving efficiency and productivity, reducing costs, and addressing future needs of the water and wastewater systems.

- The District operates with a proactive approach to asset management by responsibly planning for future costs associated with maintaining and replacing critical infrastructure.

- The District practices intergenerational equity by establishing capital reserves and planning for future costs of replacing and maintaining infrastructure. The District avoids deferring costs to future customers and generations.

- The District grows and adds customers with long-term planning to support future economic situations.

- The desire to use financial resources as efficiently as possible influences all aspects of District decisions.

- When customers pay their bills, their money goes to protecting, developing and maintaining the water and sewer infrastructure for the generations ahead.

- District core value of “Collaboration” – We work together towards shared goals, recognizing the diverse contributions of stakeholders. We inspire, encourage and acknowledge all viewpoints.

- The District embraces hard work, innovation, efficiency, and accountability.

- District core value of “Adaptability” – We adjust to evolving situations and priorities. We embrace change and opportunities to enhance services.

- District core value of “Accountability” – We take initiative and are accountable for our decisions. We empower each other to be responsible for our successes and challenges in an open, no-blame culture.

Conservation and Stewardship

“Sammamish Plateau Water has a responsibility to be a water steward and promote the protection of freshwater resources for the greater community and the environment.”

Defining conservation and stewardship - Water conservation refers to any beneficial reduction of water usage, loss or waste. It also includes the strategies to manage water resources to meet the demand for consumption. Water stewardship refers to taking action to ensure that everyone shares the vision to protect water sources sustainably as shared resources. The District maintains a Water Shortage Response Plan to use during curtailment incidents.

Example stewardship statements:

- The District is committed to taking a collaborative approach with key partners in protecting the quality of groundwater in the Lower Issaquah Valley Aquifer for present and future generations.

- Controlling what goes down the drain is the easiest, most effective way to protect the environment.
Keep grease out of the sewer system by never pouring grease down the sink.

It’s important to keep pharmaceutical and personal care products out of our water.

Do not flush items like cleaning or sanitary wipes, paper towels, diapers, or sanitary napkins down the toilet.

Example conservation statements:

- The District promotes good stewardship and conservation of water resources so that members of the community may better understand how their water use affects the world around them, and make informed decisions about their daily activities.

- The District educates customers on the use of water-efficient fixtures such as sink faucets, showerheads, and toilets that use less water per minute than older, traditional models.

- The District encourages customers to have efficient outdoor irrigation by applying just enough water to keep plants healthy, and only when necessary.

Other Important Messages

There are incident-specific messaging opportunities that will occur throughout the year, including:

*The District’s proactive and transparent response to Per- and Poly-Fluoroalkyl Substances (PFAS) in drinking water supply.*

Communicating openly on activities surrounding PFAS will be important in maintaining credibility and integrity in the eyes of customers and other key stakeholders.

*The District’s wastewater conveyance and capacity needs.*

It is important to educate and inform customers about the District’s wastewater capacity needs in relation to the King County regional wastewater conveyance system.

*Water quality in schools*

Addressing the water quality in schools is important so that students, teachers, and staff have healthy learning and working environments. It is important to communicate openly on what steps the District and local schools take to ensure a safe drinking water supply.

*Working for the District*

The District recognizes the very competitive nature of the market for recruiting and retaining industry talent. It is important to develop messaging that highlights the District’s internal culture and the many positives of working for the District. By doing so, the District can enhance its recruiting and retention efforts.
Rate adjustments and benchmarking analyses

It is important to educate and inform customers of how the District evaluates revenue requirements and rates.

Emergency preparedness and response messaging

The District communicates its proactive emergency preparedness plans. This helps boost confidence in the District’s ability to respond quickly and effectively during an emergency. The District’s Emergency Response Plan describes specific communications for the Public Information Officer to use during an emergency incident.

**KEY STRATEGIES (What general approaches will we take?)**

Communications initiatives will align with big-picture strategies guiding efforts to communicate with the District’s various audiences. Those strategies include:

**Maintain an integrated approach to communications**

The District will take an integrated approach with the understanding that no single form of communication reaches all segments of intended audiences. It is important to utilize multiple methods of communication (print, electronic, social, visual, in-person, etc.) to reinforce message themes and meet communications goals. Taking this integrated approach will promote cohesive, consistent messaging across multiple mediums to reinforce each other.

**Increase interactivity within the community, emphasizing the collective “we”**

Customers are at the heart of District communications efforts because they are the District. Given their investment in the infrastructures through their rates, customers are fundamental to the collective “we.” Engaging directly with customers is often the best way to establish a meaningful connection and foster a feeling of inclusivity within the District “family.” Customers want to know that their voice matters. The District will pursue face-to-face, targeted engagement opportunities that educate, foster two-way dialog of understanding and awareness, provide value, and help establish goodwill within the community.
Increase visual communications

Visual images will remain in audiences’ minds longer than abstract concepts and words alone. The District will seek to balance written content with eye-catching visuals to show District programs and activities in addition to people and facilities.

Adapt to the latest in technology platforms

Communications tools and industry technologies are continually evolving. The ways people expect to find, share, and discuss information, open new opportunities for engagement and participation. The District will research communications trends, and look for new and innovative ways to engage with audiences and increase information-sharing capabilities.

Evaluate current communications tools and activities

Just because a particular tool or activity has been in place for a length of time does not necessarily mean it should continue. To improve efficiency and effectiveness, communications efforts and tools are evaluated and streamlined wherever possible within an integrated communications system.

KEY INITIATIVES AND TACTICS (How will we accomplish our goals?)

This section provides detail of the following key communications initiatives and tactics for the District:

- Develop a comprehensive customer outreach program to inform, educate, and engage customers on Per- and Poly-Fluoroalkyl Substances (PFAS), water quality, treatment and aquifer protection issues.
- Continue messaging and outreach strategies to inform and educate customers on issues related to the King County regional wastewater conveyance system.
- Promote and leverage the MySPWater® customer portal and mobile app.
- Supplement District messaging and outreach with social media engagement.
- Promote and support the commemoration of the District’s 75th Anniversary in 2023.
- Provide communications and media training for District staff and officials.
- Identify strategies to utilize communications capabilities of GIS spatial mapping technology.
- Enhance strategic outreach and partnerships within the community.
- Continue District involvement in and support of local and national events
- Build a centralized library of reference and presentation materials.

The District prioritizes tactics in the context of a Communications Action Plan (Appendix B). The Communications Action Plan offers a menu of major projects for District staff using the foundational information in this plan. The Action Plan is a “living” document developed by the Communications and Outreach Coordinator to track communications priorities in support of communications initiatives, strategies, and goals.
Develop a comprehensive customer outreach program to inform, educate, and engage customers on Per- and Poly-Fluoroalkyl Substances (PFAS), water quality, treatment and aquifer protection issues

The District is committed to openly communicating information on Per- and Poly-Fluoroalkyl Substances (PFAS) and overall water quality to its customers. The district must continue communicating about the presence of PFAS in drinking water and the District’s proactive and transparent response, as well as engaging customers in treatment and aquifer protection decision making.

**Key tactics include:**

- Reevaluating the “Let’s Talk about Our Water” micro-website to move content to the District’s general website to make it easier for staff doing content maintenance.
- Developing a process and identifying platforms for direct customer engagement in treatment and aquifer protection decision making (i.e. customer survey, public meetings and presentations, etc.)
- Utilizing additional communications methods such as direct mail, bill inserts, and social media content to inform, educate, and engage customers.

Continue messaging and outreach strategies to inform and educate customers on issues related to the King County regional wastewater conveyance system

The District is currently underserved by the King County regional sewer conveyance system, and is outgrowing the current infrastructure. Reevaluate the use of the LetsTalkAboutOurSewer.org micro website to move content to the District’s general website to make it easier for staff doing content maintenance. The District will continue to communicate openly with customers on activities surrounding wastewater conveyance and capacity including immediate and interim improvement projects, the planned King County Sammamish Plateau Diversion, and District interactions with the King County Wastewater Treatment Division.

Promote and leverage the MySPWater® customer portal and mobile app

MySPWater® utilizes innovative technology to provide customer benefits like simplifying billing and payment processes, and empowering customers to monitor and manage their own account and water use. This online and mobile platform integrates with the advanced metering infrastructure (AMI) system as well as the District’s payment processing platform. From the mobile app, customers can connect to the District’s website, and social media accounts such as Facebook, Twitter, and YouTube. The District has the opportunity to push notifications and information to customers such as planned and emergency outages, conservation messages, and other communications reinforcing message themes identified in this plan. Review functionality of current portal to see if it is achieving expectations

- Customer billing
- Push notifications – contact information so we can notify late bills – onus on the customer
Key tactics include:

- Conducting digital advertising campaigns.
- Creating print and video training tutorials.
- Creating social media content including the sharing of customer experiences.
- Conducting community presentations and demonstrations of the product.

Coordinate District messaging and outreach with social media engagement

Online engagement will complement the District’s messaging and outreach associated with more traditional communications approaches. Repurposing key messages online is a cost-effective way to reach customers more often and strategically. With the decline of local traditional media outlets, social media poses an opportunity for the District to tell its own story and present information that invites a two-way dialogue with audiences.

Appendix F – Social Media Guidelines provides guidance to District employees, Commissioners, and designated spokespeople on monitoring, participating in, and engaging with the public over social media channels.

Key tactics include:

- Monitoring and responding to community website and social media postings on issues of interest and concerns to the District to provide information and District perspectives in a timely manner.
- Developing content aligned with the strengths of social media (video, photos, infographics, etc.).
- Establishing government agency accounts with NextDoor, a social application designed for neighborhood communications and LinkedIn, a professional networking platform.
- Developing content for the District’s YouTube channel. Suggestions to incorporate video into outreach and communications activities include:
  - Telling the stories of staff using testimonials and “day in the life of” crew profiles; also to aid human resources in retention and recruiting.
  - Cross promoting with District outreach events and activities.
  - Demonstrating useful tips, and conservation and water-saving activities.
  - Visually demonstrating how to use the MySPWater® customer portal and mobile app.
  - Creating videos about District operations to use at community presentations.
Promote and support the commemoration of the District’s 75th Anniversary in 2023

The 75th Anniversary of the District presents a great opportunity to highlight the District’s history, present accomplishments and distinction, and future direction.

*Key tactics include:*

- Longevity – (example: community open house, vendors)
- Developing materials to commemorate the milestone including a District timeline.
- Reaching out to the Sammamish Heritage Society for potential images/materials to use.
- Creating infographics in support of District statistics after 75 years of operation.
- Conducting supporting social media/advertising campaign.
- Creating a series of historical articles for the *News Splash* newsletter.
- Highlighting 75th Anniversary at District-sponsored public community events.
- Creation of complementary 75th anniversary element to District branding.

Provide communications and media training for District staff and officials

Communication is a key component to success in the workplace. Internally, targeted and relevant communications training can help increase employee engagement, job satisfaction, and improving the overall interaction among employees. Compelling internal communications help staff consistently feel empowered, inspired, confident and enthusiastic. Externally, communications training for field personnel and other public-facing staff can improve interactions with customers, maintain consistent brand messaging, and retain District trust and integrity in the eyes of its audiences.

*Key tactics include:*

- Conducting an annual orientation of this Strategic Communications Plan for all employees, focusing on key portions of the plan such as message themes, audiences, guiding principles and key initiatives and tactics.
- Creating communications reference materials for internal use such as key talking points for public-facing personnel, District messaging reference sheet(s), a District brand story, and topical fact sheets.
- Providing annual media training for Commissioners and District spokespeople with the responsibility of addressing the media, and creating media interaction guidelines for other employees.

Identify strategies to utilize communications capabilities of GIS spatial mapping technology

The District’s implementation of a Geographic Information System (GIS) with spatial mapping and visualization tools opens opportunities to use interactive web-based maps for communications and outreach. The District will have the ability to create interactive maps that customers can explore (zoom in or out, see street labels, and determine their location relative to the data on the map). Examples of potential maps include utility service area maps, maps of current and future capital projects, and emergency boil water notices directed to specific regions.
of a service area. The District will have the ability to make pre-determined maps accessible by a link(s) on the District website. This technology will eliminate the need for customers to translate a textual description into a mental map, which can be difficult for some, especially in emergencies.

Enhance strategic outreach and partnerships within the community

This initiative will support the strategy of increasing community interactivity by identifying opportunities and implementing new ways of increasing the District’s presence in the community. From face-to-face engagement to collateral distribution at strategic locations, the District’s goal is to increase brand awareness, convey the value of water, and increase the understanding of the District’s water and sewer operations.

Key tactics include:

- Expanding on the District’s water conservation school education programs for K-12 students to include:
  - Collaborating with Cascade Water Alliance and their education partner Nature Vision on school and community education programs.
  - Presenting at science fairs and in classroom using the District’s 3D EnviroScape® drinking water and wastewater treatment model that provides a hands-on interactive demonstration of the path water takes when entering and leaving customer homes.

- Reaching out to non-profit organizations such as Save Lake Sammamish, Friends of Lake Sammamish State Park, and Friends of Pine Lake to discuss opportunities for educating customers about how chemicals in runoff from their lawns and gardens affects the lakes nutrient balance.

- Distributing District educational materials to local organizations for public consumption (i.e. King County Libraries in Sammamish, Issaquah, and Redmond, City of Sammamish City Hall, City of Issaquah City Hall, Metropolitan Market and other grocery stores, condominium management offices, etc.). Materials could include News Splash newsletters, Water Quality Reports, and informational brochures on irrigation, water conservation and stewardship, and emergency preparedness subjects related to storing and preserving emergency supplies of water.

- Finding additional opportunities to use the District mascot “Wayne Drop” for public events, messaging, and social media activities.

Continue District involvement in and support of local and national events

Each year, the District participates in local community events in Sammamish and Issaquah. These events provide an opportunity for the District to educate the community, promote the value of the District’s services, and endorse environmental stewardship and water protection. The District will create social posts promoting events in which it participates, then post again afterward to feature District participation. The District will also publish content in social media to support national water-related awareness days. Confirmation of participation at specific events will occur during the first part of each calendar year.
Potential events include:

<table>
<thead>
<tr>
<th>Event</th>
<th>Location</th>
<th>Approximate Time of Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cascade Gardener Classes</td>
<td>District Office</td>
<td>February/March</td>
</tr>
<tr>
<td>Rig-a-Palooza</td>
<td>Sammamish Commons</td>
<td>May</td>
</tr>
<tr>
<td>Issaquah Farmers’ Market</td>
<td>Pickering Barn</td>
<td>June</td>
</tr>
<tr>
<td>Sammamish Party on the Plateau</td>
<td>Sammamish Commons</td>
<td>August</td>
</tr>
<tr>
<td>Sustainable Sammamish Farmers’ Market</td>
<td>Sammamish Commons</td>
<td>August</td>
</tr>
<tr>
<td>Sammamish Preparedness Fair</td>
<td>Sammamish City Hall</td>
<td>September/October</td>
</tr>
</tbody>
</table>

**Supported events through website and social media**

- World Water Day                           March
- National Groundwater Awareness Week       March
- Fix-a-leak Week                           March
- Earth Day                                 April
- AWWA Drinking Water Week                  May
- APWA National Public Works Week            May
- Infrastructure Week                       May
- World Environment Day                     June
- Irrigation Association Smart Irrigation Month July
- National Water Quality Month              August
- World Water Week                          August
- National Preparedness Month               September
- Protect Your Groundwater Day              September
- Imagine a Day without Water               October
Build a centralized library of reference and presentation materials

The District maintains a selection of publications from regional and industry organizations, as well as in-house-produced brochures and printed materials. These items serve to educate and inform District audiences on a variety of topics, including water conservation, stewardship, and emergency preparedness. The District must ensure materials developed by different sources maintain not only consistency in messaging, but also accuracy and relevance of information. This initiative includes analyzing and consolidating key reference materials into one centralized location on the District network that will be easily accessible by employees for their use and distribution to customers as appropriate. This reference library will also grow to include general communications training materials, speakers’ bureau presentations, and information of relevance to staff members. By providing everyone access to strategic District messaging tools, we can all be ambassadors for the District.

Key tactics include:

- Reviewing, analyzing, and updating District print collateral materials such as brochures and fact sheets and educational materials with branded graphics and messages.
- Developing talking points on key issues.
- Compiling communications training and reference materials relevant to employees’ activities.
- Develop speakers’ bureau materials that staff members and Commissioners can utilize in community and industry events such as PowerPoint presentations on District operations or key topics (i.e. groundwater quality, District operations), fact sheets, and a District “elevator speech.”

POLICY AND LEGAL CONSIDERATIONS

State Public Records Act

All District public information and associated communication is considered public record, and subject to request under the Public Records Act. This includes communications in both print and digital formats such as e-mail, text, social posts, and blogs.

State Open Public Meetings Act

It is possible to hold a public meeting of a public agency’s governing body over the internet through use of email, blogs, website comments, or social media. However, if such communications involve a quorum of the governing body of the public body and involve a matter that could come before that body for a vote, it may be an unintended meeting of the governing body in violation of the Open Public Meetings Act. This could create public records that may be subject to public inspection under the Public Records Act.

Federal Copyright and Registered Trademark Protection

Whenever possible and practical, the following copyright language should be included in small type on printed communications: “© 2006-2022 Sammamish Plateau Water and Sewer District, WA and its representatives. All rights reserved. Sammamish Plateau Water® is a registered trademark of Sammamish Plateau Water and Sewer District, WA.”

To protect its brand identity, the District was granted a US Registered Trademarks for its name, brand statement, and MySPWater®. The registered symbol “®” should be used at the first instance of the trademark name in a document. Subsequent uses are not required from that point forward.
Federal Americans with Disabilities Act (ADA)

Regulations under Titles II and III of the Americans with Disabilities Act (ADA) affect how public entities must provide effective communication with individuals with disabilities. They require public entities to provide appropriate auxiliary aids and services where necessary to make sure that individuals with speech, hearing and vision disabilities understand what is said or written and can communicate effectively.  
(Source: ADA National Network)

The District will take appropriate steps to ensure that communications with customers and other members of the public with disabilities are as effective as communications with others. This may include:

- Providing captions on videos both in person and online.
- Labeling PDF documents uploaded to the District website with the notation “(PDF)” in the title.
- Providing alternate format of print materials.
- Providing Google translation capabilities on the website in multiple languages.

EMERGENCY COMMUNICATIONS

Public Information Officer

The Communications and Outreach Coordinator is the District’s Public Information Officer (PIO), and is responsible for communicating to the media, the public, other elected officials, and government entities as needed. During emergencies, the PIO supports the Incident Command objectives and strategies as part of the Incident Command System (ICS) structure. Emergency communications tools include pre-scripted media press releases, pre-scripted social media posts, a website alert banner, and water advisory signs. Emergency communications are described in the District’s Emergency Response Plan and Media Relations Guidelines.

District Spokespeople

District spokespeople will be formally trained and familiar with the basic principles of emergency communications and media handling. It is critical for District spokespeople to communicate in a way that fosters trust and confidence. When practical, the PIO will distribute informational fact sheets/talking points to District Spokespeople to aid in the dissemination of information to the public. Media relations responsibilities are outlined in the District’s Emergency Response Plan and Media Relations Guidelines. The following are the only designated District spokespeople authorized to provide information to members of the media:

- Public Information Officer (PIO)
- General Manager
- Manager Pro-Tempore (Planning Engineer)
- Back-up PIO (Planning and Outreach Coordinator)
- President of Board of Commissioners
- Assistant to the GM
Notes:

• District Spokespeople will utilize subject matter experts (i.e. department managers) to provide clarifying information as needed.

• Commissioners, as representatives of District ratepayers, have a priority of communicating with and educating their constituents. As necessary or requested, the PIO will provide key messages and talking points to the Commissioners in order to maintain consistency.

• During emergencies, the District may need to activate the Incident Command System (ICS) to handle response and recovery efforts.

Key tactics include:

• Updating communications procedures within the District’s Emergency Response Plan.
• Updating Public Information Officer resource materials (PIO Toolkit).
• Creating a library of pre-scripted emergency response messages.
• Providing media and emergency communications training for designated staff.

ROLES AND RESPONSIBILITIES

Board of Commissioners

Commissioners are the representatives of the District to the community, other governments, and the public. Staff will train them on key message themes and activities of the District. They were elected to provide high-level oversight on the implementation of policy. They should take an active role in the community at District-sponsored events and other strategic community events and meetings.

With respect to this Strategic Communications Plan, the Board will:

• Approve updates to the main structure of the Plan, and review revisions to, or additions of, supporting documents as needed.
• Approve public outreach budget and appropriate necessary resources.
• Determine key message themes.
• Consider recommendations from the General Manager or the Communications and Outreach Coordinator to allocate financial, staff, and technological resources to address unmet or emerging communications needs.
• Provide feedback and general direction to the General Manager and the Communications and Outreach Coordinator regarding major District communications strategies and initiatives.

General Manager

• Reviews and approves public information content including media releases. In the General Manager’s absence, the Manager Pro-Tempore (acting General Manager) will have the authority to approve media releases.
• Oversees the Communications and Outreach Coordinator position.
• Prioritizes communications and work to match available resources.
Communications and Outreach Coordinator / Public Information Officer

Under the supervision of the General Manager, the Communications and Outreach Coordinator manages District communications and public outreach. The position also supports management functions associated with the District’s mission. Key responsibilities include:

- Developing and executing a strategic communications plan, projects, and public outreach using a variety of media.
- Reporting communications and outreach activities to the Board of Commissioners on a monthly basis.
- Updating Commissioners in between Board meetings about high-level items as needed via text or email.
- Developing and managing the public outreach budget.
- Managing the District’s website including the drafting, posting, and approving of content.
- Creating and distributing written outreach material such as newsletters, mailings, and media releases.
- Managing the District’s social media efforts.
- Representing the District at community events and functions.
- Serving as the District’s Public Information Officer (PIO) during emergency incidents.
- Performing duties as assigned by the General Manager and serving as an information coordinator for departments.
- Providing leadership and guidance for department communicators.
- Fostering relationships with media and community representatives, and serve as liaison between those persons and the Board of Commissioners and General Manager.

Planning and Outreach Coordinator

The Planning and Outreach Coordinator acts as a back-up to the Communications and Outreach Coordinator as needed. This includes assisting with event coordination and implementation, updating social media and website accounts, ordering promotional supplies, and attending meetings.

EVALUATING COMMUNICATIONS (Are we there yet?)

Having a thoughtful evaluation strategy allows staff to know whether communications strategies and tactics are working. While it is difficult to evaluate every aspect of communications, it is important to identify key communications objectives and expectations, and determine how we can assess progress.
Why evaluate?

- Improves the effectiveness of District communications.
- Identifies strengths and weaknesses to guide future communications.
- Helps effectively engage with audiences.
- Helps collect information at critical moments to make decisions when situations change.
- Helps allocate resources wisely.

What do we evaluate?

- Brand awareness – How is the District perceived by its key audiences?
- Media relations – How is the District’s interaction with journalists? What is the effectiveness of District spokespeople? How often are we receiving media coverage?
- Print and digital media communications – How often is the District speaking with audiences, producing material? How many people are interacting with the website and on social media outlets?

Examples of evaluation techniques

- Surveys can help determine which methods are working and whether or not audiences are receiving communication in an effective manner.
- Social media evaluation measures effectiveness through participation, comments and “likes.”
- Quantitative data includes items such as website traffic. Both Facebook and Twitter have data suites that measure audience participation including number of “likes/shares” on Facebook, “hearts/retweets” on Twitter, comments on social media and blog posts, how many people stopped by the event booth, etc.
- Frequency and reach of advertising.
- Measuring progress of specific communications projects.
LIST OF APPENDICES

A. Communications Tools and Activities
   Spreadsheet of communications tools and activities executed by the District.

B. Communications Action Plan – Priority Projects
   Ongoing document used primarily by the Communications and Outreach Coordinator to manage
   communications priorities in support of communications initiatives, strategies, and goals.

C. Communications and Outreach Coordinator Job Description
   Document outlining the core competencies; required knowledge, skills and abilities; education requirements;
   and work environment details for the Communications and Outreach Coordinator position.

D. Brand Guidelines
   Reference tool that helps maintain consistency by demonstrating what the District’s brand looks, feels and
   sounds like. It includes brand elements such as logo variations and usage, color palette, brand statement and
   messaging style.

E. Media and Public Relations Guidelines
   Document outlining procedures for dealing with, and providing information to the media.

F. Social Media Guidelines
   Document providing guidelines for Commissioners and staff members who post content on the Internet
   either as part of their job or as a representative of the District.
APPENDIX A

COMMUNICATIONS TOOLS AND ACTIVITIES
## Communications Tools & Activities

- **Primary target**
- **Additional reach**
Shaded - inactive or potential tools

### Department-Specific

<table>
<thead>
<tr>
<th>Finance/Accounting/Customer Service</th>
<th>Direct Ratepayers</th>
<th>Indirect ratepayers</th>
<th>Employees</th>
<th>Commissioners</th>
<th>Media</th>
<th>Community</th>
<th>Government</th>
<th>Business / Industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill inserts and printed messages</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Budget documents</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Leak notification/leak detection materials</td>
<td></td>
<td>✓</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Past due notification sequence</td>
<td>✓</td>
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</tbody>
</table>

| Engineering/Planning                |                   |                    |           |               |      |           |            |                     |
| Capital Plan                        |                  |                    |           |               |      |           |            |                     |
| Capital project letters, notices, etc. |                  | ✓                  |           |               |      |           |            |                     |
| Developer extension letters         |                  |                    |           |               |      |           |            |                     |
| Emergency Response Plan             | ✓                | ✓                  |           |               |      |           |            |                     |
| Water/Wastewater Comprehensive Plans |                  | ✓                  |           |               |      |           |            |                     |

| Operations                          |                   |                    |           |               |      |           |            |                     |
| Financial & Business Metrics Reports |                  |                    |           |               |      |           |            |                     |
| Asset Management Plan               |                  |                    |           |               |      |           |            |                     |
| Operations Plan                     |                  |                    |           |               |      |           |            |                     |
| Water Quality Reports               | ✓                | ✓                  |           |               |      |           |            |                     |

| Administration                      |                   |                    |           |               |      |           |            |                     |
| General Manager letters             | ✓                |                    |           |               |      |           |            |                     |
| Board packets and agendas           |                  |                    |           |               |      |           |            |                     |
| Rate Comparison & Benchmarking Analysis |                  | ✓                  |           |               |      |           |            |                     |

### External - General

| Industry publication thought leadership articles |                  |                    |           |               |      |           |            |                     |
| Industry speaking/presentation opportunities |                  |                    |           |               |      |           |            |                     |
| Incoming on hold messages             | ✓                | ✓                  |           |               |      |           |            |                     |
| District tours/open house events      | ✓                |                    |           |               |      |           |            |                     |
### Communications Tools & Activities

<table>
<thead>
<tr>
<th></th>
<th>Direct Ratepayers</th>
<th>Indirect Ratepayers</th>
<th>Employees</th>
<th>Commissioners</th>
<th>Media</th>
<th>Community</th>
<th>Government/Industry</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary target</strong></td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Additional reach</strong></td>
<td></td>
<td>☐</td>
<td>✓</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Shaded - inactive or potential tools</td>
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#### Large-format graphics

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<tr>
<th>Tool</th>
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<th>Commissioners</th>
<th>Media</th>
<th>Community</th>
<th>Government/Industry</th>
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<tbody>
<tr>
<td>Advisory Signs</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Vehicle graphics</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Table-top displays</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Lobby displays</td>
<td>☐</td>
<td></td>
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#### Community/Commercial

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<tr>
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<th>Employees</th>
<th>Commissioners</th>
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<th>Government/Industry</th>
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<tbody>
<tr>
<td>Sponsored public events</td>
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<tr>
<td>School in-class visits/field trips</td>
<td>☐</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Commercial association &amp; committee meetings</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>District tours/open house</td>
<td>✓</td>
<td></td>
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#### Media Relations / Advertising

<table>
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<th>Indirect Ratepayers</th>
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<tr>
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<td>Print/digital advertising</td>
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<tr>
<td>Media kit</td>
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<td>Media tour of facilities</td>
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<td>Articles (feature, thought leadership, commentary)</td>
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<tr>
<td>Media training</td>
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#### Printed Materials

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<tr>
<td>News Splash Newsletters</td>
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<tr>
<td>Brochures - General water related</td>
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<td></td>
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<tr>
<td>Fact/Information Sheets (topic-specific)</td>
<td>✓</td>
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#### Online/Electronic Communications

<table>
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<th>Direct Ratepayers</th>
<th>Indirect Ratepayers</th>
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<th>Government/Industry</th>
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<tr>
<td>Website</td>
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<td>Facebook</td>
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<td></td>
<td></td>
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<tr>
<td>Twitter</td>
<td>✓</td>
<td></td>
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</tr>
<tr>
<td>Customer portal/mobile application</td>
<td>✓</td>
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<tr>
<td>CivicSend notifications (website)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Community social apps (Facebook, Next Door)</td>
<td>✓</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>LinkedIn</td>
<td>✓</td>
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<tr>
<td>Digital advertising (TBD)</td>
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<td>Video (YouTube)</td>
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</table>
### Communications Tools & Activities

✓ - Primary target  ● - Additional reach  
Shaded - inactive or potential tools

<table>
<thead>
<tr>
<th></th>
<th>Direct Ratepayers</th>
<th>Indirect Ratepayers</th>
<th>Employees</th>
<th>Commissioners</th>
<th>Media</th>
<th>Community</th>
<th>Government</th>
<th>Business / Industry</th>
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<tbody>
<tr>
<td><strong>Internal - General</strong></td>
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<tr>
<td>SharePoint intranet</td>
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<td></td>
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</tr>
<tr>
<td>Board reports, packets, and presentations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Board of Commissioner meetings</td>
<td>✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓</td>
<td>✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓</td>
<td>✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓</td>
<td>✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓</td>
<td>✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reference sheets/talking points</td>
<td></td>
<td></td>
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<tr>
<td>Employee newsletter</td>
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</tr>
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</table>
# STRATEGIC COMMUNICATIONS PLAN

## APPENDIX B – COMMUNICATIONS ACTION PLAN

### PRIORITY PROJECTS FOR 2023

<table>
<thead>
<tr>
<th>Project</th>
<th>Qtr 1</th>
<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a comprehensive customer outreach program to inform, educate,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and engage customers in water quality, PFAS, treatment and aquifer</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>protection issues.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Re-evaluate use of &quot;Let’s Talk About Our Water&quot; microsite. Consider</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>using District website instead for PFAS information for - content and</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>graphics to inform customers about water quality, PFAS, treatment and</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>aquifer protection issues. Website is easier for staff to update and</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>does not require IT assistance for updates.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop a process to create a platform for customer engagement in</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>treatment and aquifer protection decision-making (customer survey,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>public meetings, etc.)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Review new public notification requirements for PFAS detections that</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>exceed State Action Limits (SALs) and develop template(s) as needed.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop a plan and scope for commemorating the District’s 75th</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>anniversary in 2023.</td>
<td></td>
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<td>X</td>
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### RECURRING ANNUAL PROJECTS

<table>
<thead>
<tr>
<th>Project</th>
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</tr>
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<tbody>
<tr>
<td>Conduct review and discussion of Strategic Communications Plan with</td>
<td>X</td>
</tr>
<tr>
<td>Board of Commissioners.</td>
<td></td>
</tr>
<tr>
<td>Establish communications &amp; outreach priorities for 2023.</td>
<td>X</td>
</tr>
</tbody>
</table>

### Social Media Engagement

<table>
<thead>
<tr>
<th>Project</th>
<th>Qtr 1</th>
<th>Qtr 2</th>
<th>Qtr 3</th>
<th>Qtr 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to monitor and respond to community web site and social</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>media postings on issues of interest and concerns to the district with</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>the objective to provide factual information and District perspectives</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>in a timely manner.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Project</td>
<td>Qtr 1</td>
<td>Qtr 2</td>
<td>Qtr 3</td>
<td>Qtr 4</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------</td>
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</tr>
<tr>
<td><strong>MySPWater™ Public Relations and Outreach</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Continue outreach on MySPWater throughout 2022 across multiple platforms.</td>
<td>X</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>Continue outreach regarding King County wastewater conveyance issues as needed. LTAOS microsite.</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>Conduct media training session for Commissioners and key ICS staff.</td>
<td></td>
<td></td>
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<td>X</td>
</tr>
<tr>
<td>Produce Annual Water Quality Report (data collection, writing, graphic design and production.)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Produce Spring and Fall News Splash Newsletters (content writing, graphic design and production.)</td>
<td></td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>Develop bill inserts with relevant topics to inform, educate, and engage customers.</td>
<td>X</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>Produce employee electronic newsletters (content writing, and production.)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Community Events and Education</strong></td>
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<td></td>
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</tr>
<tr>
<td>Coordinate District participation in local community events within the cities of Sammamish and Issaquah to educate the community, promote the value of the District’s services, and endorse environmental stewardship and water protection.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX C

COMMUNICATIONS AND OUTREACH COORDINATOR POSITION
**Summary:**

Under supervision of the General Manager, develops and implements comprehensive communications, public outreach, and public information programs to promote the understanding and awareness of the District’s mission, vision and goals. This position informs, educates, and engages a wide range of stakeholders, including the public, media, customers, Board of Commissioners, and internal staff. Supports management and policy-making functions associated with the District’s mission.

**Core Competencies/Responsibilities:**

- Develops and executes communication plans, projects, and public outreach using multiple platforms. Prepares and administers an annual Public Outreach budget.
- Produces and publishes effective content for the District’s website and social media accounts to increase awareness and grow the District’s audience reach across multiple platforms.
- Designs and produces effective outreach materials including factsheets, brochures, newsletters, bill inserts, annual water quality reports, advertising content, and materials related to special projects.
- Researches, interprets, and synthesizes complex information from various departments to create clear, accurate, and engaging messaging for various platforms.
- Represents the District at community events and functions to educate the community, promote the value of the District’s services, and endorse environmental stewardship and water protection.
- Provides communications leadership, training, and guidance to District communicators.
- Promotes the District’s branding standards to ensure consistency across departments and platforms.
- Serves as the District’s Public Information Officer (PIO) including writing media releases and emergency messaging, and responding to media inquiries.
- Coordinates outside vendors such as printers, designers, and public relations consultants as needed.
- Other job assignments or special projects may be assigned based on the needs of the District.
Required Knowledge, Skills and Abilities:

Knowledge:
• Principles and practices of website and social media content management.
• Communication standards and practices for effective public information, community outreach, marketing, advertising, and branding.
• Techniques and best practices for community engagement.
• Principles and practices of effective graphic design and illustration methods and materials.
• Windows Operating System, Microsoft Office products, Adobe Creative Suite (In Design, Photoshop, Illustrator), photographic and video editing equipment and software, customer portals, archival software, utility billing software, SharePoint, and other District applications.

Skills:
• Excellent communications and interpersonal skills, with the ability to engage a wide range of stakeholders with tact, diplomacy, and professionalism in everyday situations and during emergencies.
• Professional writing skills including grammar, punctuation and proofreading.
• Strong organization, time management, follow-through, and customer service skills.
• Excellent software and technology skills including word processing, Adobe Creative Suite, web content design and development, and graphics preparation and presentation. HTML coding is helpful.
• Presentation skills in dealing with groups of various sizes and demographics.

Abilities:
• Practice and follow safety rules, regulations and procedures necessary to maintain a safe work environment.
• Self-motivated and work independently with minimum supervision, while recognizing when it is appropriate to coordinate and interact with subject matter experts.
• Work constructively in a team oriented environment including being able to communicate with tact, diplomacy, and professionalism.
• Establish and maintain effective working relationships with co-workers and Board members.
• Communicate clearly and concisely, both orally and in writing, to a wide variety of audiences.
• Gather and analyze complex and diverse information in order to compose and prepare clear, concise, and engaging communications.
• Meet deadlines and balance multiple or changing priorities while producing accurate work product.
• Analyze situations and apply creative thinking and problem solving techniques to adapt quickly during emerging conditions.
• Plan, develop, and execute a variety of public outreach campaigns and activities.
• Use website and social media tools to manage content and successfully evaluate audience analytics.
• Manage media relations and interact with media representatives, area agency staff, elected officials, and District ratepayers in a professional manner.

Requirements:
• Bachelor’s degree in an applicable discipline (coursework in public relations, journalism, English, communications, or marketing a plus).
• If operating a District vehicle, a valid Washington State Driver’s License in good standing.

Additional Training/Requirements/Responsibilities
• First Aid/CPR Certificate
- Incident Command System (ICS) training: ICS-100, ICS-200, ICS-300, ICS-400
- National Incident Management System (NIMS): IS-700, IS-800
- G 209 – Basic Public Information officer
- May serve as the Public Information Officer in the ICS Structure
- May back-up the Planning and Outreach Coordinator

**Working Hours:** 8:00 am – 4:30 pm M-F, extended hours during meetings, emergencies, or as work load requires

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed in cubicle laid out office environment with moderate noise level
- Attendance at outside events in varying weather conditions
- Regularly exposed to computer/laptop, telephone, headset, video camera, copier/scanner/printer

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Occasionally (10%-29%)
  - Climbing Stairs
  - Reaching Forward/Overhead
  - Standing
  - Twisting
  - Lifting/Carrying 11-25 lbs.
- Periodically (30%-54%)
  - Grasping/Handling
  - Neck Flexion/Extension
  - Repetitive Motions
  - Walking
- Frequently (55%-79%)
  - Sitting
  - Hearing
  - Talking
  - Seeing
  - Lifting/Carrying 0-10 lbs.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.
APPENDIX D

SPW BRAND GUIDELINES
Our name is our most valuable asset.

Of course our name is valuable, and unless we protect it, it can become diluted and weak. That’s why it’s in all of our best interests to be very clear about who we are and what we do. Being sensitive to the consistent and proper use of our name, logo and messages are vitally important to the success of our organization.

So before we talk about where we’re going, we should talk a little about where we’ve been. Back in 1948, 35 residents got together and formed the King County Water District 82 in the northwest corner of Pine Lake. Years later, after a series of mergers and annexations we became the Sammamish Plateau Water and Sewer District.

It was a good name and communicated some geographic information along with what we do. But it was a handful, and of course there were a number of shortened versions that could also be confusing. We conducted extensive customer outreach and the results concluded that clean, fresh water was at the top of everyone’s mind. In an effort to improve consistency of our identity it was decided that we would begin using an official, shortened version. We saw this as an opportunity to reflect on who we are to our customers and what’s most important to them – water.

This brings us to: **Sammamish Plateau Water**

Given that our core business is delivering water to customers’ faucets and removing wastewater from their homes, we believe Sammamish Plateau Water accurately captures who we are and what we do.

Our legal name is still: Sammamish Plateau Water and Sewer District. So this form will still be used on legal documents and legal applications. But in an effort for consistency we will now use either, “Sammamish Plateau Water” or “the District” in verbal and written communications. Guides on using these are covered on the following pages.
A few thoughts on our Brand Statement and messaging style.

When organizations talk about taglines and brand statements it can be quite confusing. That’s exactly what we don’t want to happen. The goal is always to communicate consistently and clearly.

This is our Brand Statement: **Clean water is always there because we’re always here.**

This is not a tagline. It’s simply the most succinct way we have of communicating who we are to our customers. It’s our promise to them. This is our “brand.”

Everything we do as an organization should continually prove this statement. It becomes the lens that we, and our customers, can look through in evaluating our actions. Every day we demonstrate the importance of clean water, present the District’s people as professionals, communicate our 24/7 commitment, and show the ways that we provide security for this resource for future generations.

To communicate the District as an organization filled with committed people, we should take the approach of writing in the first person as much as possible. The tone should be professional, but conversational.

As an example we should write, “We’re” instead of “We are.” Although much of the work we do is technical, we should try to remove any jargon and communicate as if you were talking to a neighbor. And always speak of things from the perspective of the customer. It should be about the benefits to them, not to us. These are small things, but they do change the tone.

Also, when referring to our organization’s name, use “Sammamish Plateau Water” or “the District” in verbal and written communications. Using “the District” is fine once “Sammamish Plateau Water” has been used.

And please, never use the acronym SPW.
A few thoughts on trademarks and legal copy.

**Registered Trademark**
To protect our name and logo, the District has been granted a US Registered Trademark.

As a result, the trademark symbol (®) is now a permanent part of the logo.

Additionally, the trademark symbol (®) must be included the first time our name is mentioned in print: Sammamish Plateau Water®. There is no need to repeat the symbol in subsequent usage.

**Legal Copy**
Always include legal copy in small type on our printed communications and website:

© 2006-2019 Sammamish Plateau Water and Sewer District, WA and its representatives. All rights reserved. Sammamish Plateau Water is a registered trademark of Sammamish Plateau Water and Sewer District, WA.
Brand Fonts

The logo and brand utilize a font called Whitney. The core font family consists of Regular, Medium, Semibold and Bold weights with corresponding italics. These configurations should serve the majority of needs.

An expanded set of Whitney fonts include condensed widths in a full range of weights which can be used if necessary.

Fonts are a form of intellectual property that should be purchased and licensed for all users. Please respect intellectual property.

**Note:** In situations where it’s impractical to use Whitney, such as some electronic applications or forms, please use Arial.

- Whitney Book
- Whitney Medium
- Whitney Semibold
- Whitney Bold
- Whitney Book Italic
- Whitney Medium Italic
- Whitney Semibold Italic
- Whitney Bold Italic
Our Color Palette

The consistent use of color increases brand recognition. The color specifications shown below will provide the most consistent results across a variety of applications.

- Spot Color (Pantone/PMS) is used for one- or two-color printing.
- CMYK is used for full-color printing such as in magazine ads and brochures.
- RGB is used for video, web and onscreen presentations.
- Hex formulas are used by web developers to specify color in web coding languages.

<table>
<thead>
<tr>
<th>Color</th>
<th>Spot Color</th>
<th>CMYK</th>
<th>RGB</th>
<th>Hex</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cyan</td>
<td>100% Process Cyan</td>
<td>100/0/0/0</td>
<td>0/174/239</td>
<td>00adef</td>
</tr>
<tr>
<td>Dark Blue</td>
<td>Pantone 286</td>
<td>100/66/0/2</td>
<td>0/93/170</td>
<td>005ca9</td>
</tr>
</tbody>
</table>
Effective logos have deep, authentic meaning.

Although our logo looks good on T-shirts and coffee mugs, it wasn’t created as a piece of art. It’s not random. It has purpose and meaning. It exemplifies the foundational importance of the life giving and sustaining products and services that we provide.

The pure drop of water represents our commitment to delivering this service. The subtle “S” that holds it is a nod to our Sammamish location and together they form a larger visual “drop.” The result is simple, graphic and memorable.

Combining the visual element with the words “Sammamish Plateau Water” completes the identity.
Primary Brand Logo: One Logo/Three Formats

The Sammamish Plateau Water logo is available in three formats so they can be applied in a variety of environments.

**Horizontal:** This version features an equal balance between our name and the mark.

**Square:** This version works best in situations where there is limited horizontal space, or when the design requires a centered format or must fit into a square shape such as on a Facebook page.

**Wide:** This version works best when there is limited vertical space, or when it’s desirable to have our name on one line like on our letterhead and business cards.
Primary Brand Logo: Horizontal Logo Format

Available color combinations and file names for the Horizontal version of the logo.

SPW Logo_Horiz_CMKY (or RGB or PMS)  
SPW Logo_Horiz_Black

SPW Logo_Horiz_White + Cyan  
SPW Logo_Horiz_White
Primary Brand Logo: Square Logo Format

Available color combinations and file names for the Square version of the logo.

- SPW Logo_Square_CMYK (or RGB or PMS)
- SPW Logo_Square_White + Cyan
- SPW Logo_Square_Black
- SPW Logo_Square_White
Primary Brand Logo: Wide Logo Format

Available color combinations and file names for the Wide version of the logo.

- **SPW Logo_Wide_CMYK (or RGB or PMS)**
- **SPW Logo_Wide_White + Cyan**
- **SPW Logo_Wide_Black**
- **SPW Logo_Wide_White**
Maintain clear space around the logo

To ensure that the logo is visible and easy to read, the logo must always be presented with an appropriate amount of clear space around all elements. The provided master logo files have been produced with the clear space included.

The correct amount of space is determined by the width of the “water drop”.

Maintain this amount of “clear space” around all of the elements (ignoring the ® symbol).

“Clear space” means that text or photographs should NOT be placed within this area. This rule does not apply in cases when the logo is placed over a background image as long as that image does not interfere with the readability of the logo.
Logo color guidelines

The logo should appear in full color whenever possible. In situations where only one-color reproduction is possible, the logo should be shown in all black or all white. The logo may be reproduced only in one of these four treatments:

- Cyan mark with blue logotype on white or light backgrounds
- All black logo on white or light backgrounds
- Cyan mark with white logotype on black or dark backgrounds
- All white logo on black or dark backgrounds
Incorrect logo usage

In order to build visual consistency, the logo should be presented in a consistent way as described on the previous pages. Please maintain these standards and do not alter the logo in any way.

Below are a few examples of how the logo MAY NOT be used.

Do not rearrange logo elements:

Do not use logotype without the mark:

Do not use a different font:

Do not stretch or distort the logo:

Do not add elements to the logo:

Do not change the colors:

Do not switch the colors:

Do not overprint on a dark background:
Understanding Logo File Formats

A variety of logo files are available for use. Please refer to the User Manual of the software you are using to see which formats are compatible. If you are working with a professional designer, ask them which formats and color modes they require.

Here’s a quick overview to help you determine which files to use in specific circumstances.

**FILE FORMATS**

**PDF and EPS:**
EPS and PDFs are vector files that can be placed and used in a wide variety of computer files. They can be proportionally scaled to any size without degrading the quality of the artwork. Professional designers can open them in Adobe Illustrator or Photoshop where they can be converted into other file formats. PDFs are like EPS files with one added benefit: they can be viewed by you with Acrobat Reader.

**PNG and JPG:**
A PNG can be used any time you would use a JPG because they allow your logo to have a transparent background. PNGs are compatible with all web browsers and modern email clients, as well as Word, Powerpoint & Excel.

**TIF:**
TIFs are high-quality Photoshop files that have a wide range of uses for both print and digital media. TIFs do not have transparent backgrounds.

The provided PNG and TIF files are high-resolution (300 dpi). **For best reproduction, please DO NOT enlarge PNG or TIF files; use larger files and scale them down.**

**COLOR MODES**

**CMYK:** used for full-color printing

**Spot Colors (Pantone/PMS):** used for one- or two-color printing

**RGB:** used for full-color web or onscreen use

**Black:** used for one-color use on white or light backgrounds

**White:** used for one-color use on black or dark backgrounds
MySPWater Logo: One Logo/Two Formats

The Sammamish Plateau Water logo is available in two formats so they can be applied in a variety of environments.

**Horizontal:** This version features an equal balance between our name and the mark.

**Square:** This version works best in situations where there is limited horizontal space, or when the design requires a centered format or must fit into a square shape.
MySPWater Logo: Horizontal Logo Format

Available color combinations and file names for the Horizontal version of the logo.

- SPWater Logo_Horiz_CMYK (or RGB or PMS)
- SPWater Logo_Horiz_White + Cyan
- SPWater Logo_Horiz_Black
- SPWater Logo_Horiz_White
MySPWater Logo: Square Logo Format

Available color combinations and file names for the Square version of the logo.

- SPWater Logo_Square_CMYK (or RGB or PMS)
- SPWater Logo_Square_White + Cyan
- SPWater Logo_Square_Black
- SPWater Logo_Square_White
Maintain clear space around the logo

To ensure that the logo is visible and easy to read, the logo must always be presented with an appropriate amount of clear space around all elements. The provided master logo files have been produced with the clear space included.

The correct amount of space is determined by the width of the “water drop”.

Maintain this amount of “clear space” around all of the elements (ignoring the ® symbol).

“Clear space” means that text or photographs should NOT be placed within this area. This rule does not apply in cases when the logo is placed over a background image as long as that image does not interfere with the readability of the logo.
Logo color guidelines

The logo should appear in full color whenever possible. In situations where only one-color reproduction is possible, the logo should be shown in all black or all white. The logo may be reproduced only in one of these four treatments:

- Cyan mark with blue logotype on white or light backgrounds
- All black logo on white or light backgrounds
- Cyan mark with white logotype on black or dark backgrounds
- All white logo on black or dark backgrounds
Incorrect logo usage

In order to build visual consistency, the logo should be presented in a consistent way as described on the previous pages. Please maintain these standards and do not alter the logo in any way.

Below are a few examples of how the logo MAY NOT be used.

- Do not rearrange logo elements:
- Do not use logotype without the mark:
- Do not use a different font:
- Do not stretch or distort the logo:
- Do not add elements to the logo:
- Do not change the colors:
- Do not switch the colors:
- Do not overprint on a dark background:
Understanding Logo File Formats

A variety of logo files are available for use. Please refer to the User Manual of the software you are using to see which formats are compatible. If you are working with a professional designer, ask them which formats and color modes they require.

Here's a quick overview to help you determine which files to use in specific circumstances.

**FILE FORMATS**

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**PNG and JPG:**
A PNG can be used any time you would use a JPG because they allow your logo to have a transparent background. PNGs are compatible with all web browsers and modern email clients, as well as Word, Powerpoint & Excel.

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**COLOR MODES**

**CMYK:** used for full-color printing

**Spot Colors (Pantone/PMS):** used for one- or two-color printing

**RGB:** used for full-color web or onscreen use

**Black:** used for one-color use on white or light backgrounds

**White:** used for one-color use on black or dark backgrounds
Web Spotlight
Usage
The Website Spotlight

The Spotlight feature on our website’s Home Page performs a very important function. It is the District’s opportunity to communicate timely topics and vital information. There are two kinds of Spotlights: Informational and Warning.

Upon clicking the “Learn More” button, readers will be taken to an existing page or a page that you will create that more completely discusses the topic. The content should be an obvious transition between the Spotlight and the text page. This page offers an excellent opportunity for a supporting photograph.

It’s important to keep Spotlight content focused on the feature itself and be separate from Home Page content. The Home Page is designed to follow the prioritization of visual and search patterns, making Spotlight a powerful tool in attracting visitors to the feature and taking them deeper into the site.

To make sure Spotlights maintain their function for site visitors, it’s important to maintain consistent design and tone. Changing content approximately every 30 days is also recommended.
Anatomy of the Informational Spotlight

The Informational Spotlight communicates time-sensitive information such as relevant water-related topics in the news, water conservation, a watering schedule or to let customers know about upcoming events.

The Spotlight is a JPG image that is created by using the “Spotlight_Informational.psd” Photoshop template. This contains the correct visual design. By simply updating the headline and photo, design consistency will be maintained. The elements of the template are explained below.

**Writing the Informational Spotlight headline:** It’s important to keep the headline short, limited to one line. Make it compelling and whenever possible, benefit oriented. Even if it’s related to potential water problems, try to keep the District’s role or actions reflected in an action-oriented, reassuring tone.

**White Headline in blue band:** As shown, the headline should always be in white text using all capital letters. Do not change the size, position or color of the band or text.

**Background Photo:** The visual should consist of a single photograph that clearly describes the topic of the spotlight. One strong, simple visual will work best.

**“Learn More” Button:** Do not change the size, position or color of the button or text. The button will link to a web page that fully explains that spotlight’s topic.

WONDERING HOW MUCH TO WATER?

Learn More
Anatomy of the Warning Spotlight

The Warning Spotlight is designed to communicate serious issues such as the need to boil water or what to do in an emergency. The Warning Spotlight is designed to look like an emergency sign that demands immediate attention.

The Spotlight is a JPG image that is created by using the “Spotlight_ Warning.psd” Photoshop template. This contains the correct visual design. By simply updating the headline, design consistency will be maintained. The elements of the template are explained below.

Yellow WARNING! Label: This should always be in yellow text with a black outline in all capital letters. Do not change the size, position or color of the text.

White Message on Red Background: The warning message should be in large white text on this red background to reinforce urgency.

“Learn More” Button: Do not change the size, position or color of the button or text. The button will link to a web page that fully explains that spotlight’s topic.
APPENDIX E

MEDIA RELATIONS GUIDELINES
MEDIA AND PUBLIC RELATIONS GUIDELINES

Introduction

Consistent media engagement tells the District’s story, builds and maintains credibility, garners support, and demonstrates openness and transparency. The media’s coverage of Sammamish Plateau Water (the District) can have significant influence on the image of the District in the public’s eyes. There are various reasons why the media may try to contact the District. There may be positive or negative circumstances surrounding their need for comment, and it is therefore important that all comments are fully considered and come through the correct channels to ensure that they have the required impact.

Purpose

The purpose of this document is to provide media handling guidance to District employees, Commissioners, and designated spokespeople -who work for, or act on behalf of the District.

This document ensures that:

- The District provides accurate, timely and consistent information to the media
- The District identifies the most qualified and appropriate spokespeople and sources of information
- The District preserves commissioner and staff integrity and professional image

General media and public relations strategy

The District is committed to a culture of openness with the media and public -in a manner that is timely, responsive, and accurate. To honor this commitment, District interactions with the media and public should abide by the following guiding principles from the Strategic Communications Plan:

- **Collective Brand Advocacy:** Employees’ words, actions and behaviors are the direct representation of the District’s brand
- **Proactive vs. Reactive:** Where possible, the District will take a proactive approach to foster efficient, transparent, and effective communications. This gives the District the opportunity to tell its own story rather than rely on others to interpret the District’s actions, issues, and decisions.
- **Perception is Reality:** The District will provide timely, accurate, consistent messaging to ensure that perceptions are correct.

In addition, when interacting with the media and public, the District will:

- Respond promptly to media requests and respect media deadlines
- Act promptly to correct the record or erroneous information.
- Protect confidential and non-public information as outlined in this document or as required by law.

Definitions
The Media: Reporters, journalists, researchers, editors, and others working for the news media in all forms: newspaper, magazine and other publications, radio, television, and internet sites.

Social Media: Websites and applications that enable users to create and share content or to participate in social networking. (e.g. Facebook, Instagram, YouTube, NextDoor, blogs, etc.). Participation in social media provides many benefits, such as the rapid sharing of information (refer to the District’s Social Media Guidelines document for more information).

Public Discussion: Public discussion includes but is not limited to media interviews, public presentations, open houses, public meetings, posts, comments and questions on websites, blogs, and social media sites – anywhere an audience can see or hear the statements being made by participants. When participating in public discussion (in any format), it is important to understand the difference between personal, professional, and official participation.

- Personal – when you participate and comment as yourself about your personal opinions, interests, family, and/or friends
- Professional – when you participate and comment personally as an experienced person in your field of expertise
- Official – when you are delegated the authority to participate and provide comment as a spokesperson or representative for Sammamish Plateau Water

Designations and responsibilities

Spokespeople: A spokesperson is a District employee who has the authority to make statements to the media on behalf of the District. Spokespeople should refer to approved talking points, policies, messaging, and collateral. All spokespersons should complete the appropriate media training. Unless otherwise authorized, the District’s only designated spokespersons are:

- Public Information Officer (the Communications & Outreach Coordinator)
- General Manager
- Manager Pro-Tempo
- Back-up PIO (the Planning & Outreach Coordinator)
- Assistant to the General Manager
- President of the Board of Commissioners
- Other District commissioners with prior approval from the Board president.

Non-spokespeopple/subject matter experts: Subject matter experts may be asked to provide comment in response to a request from the media on behalf of the District. This may include, but is not limited to department managers or outside consultants hired to address a specific topic.

Public Information Officer (PIO): The Communications and Outreach Coordinator serves as the District’s primary PIO, and is responsible for communicating to the media, the public, other elected officials, and government entities as needed. In coordination with the General Manager, the PIO is responsible for

- Writing media releases, handling media inquiries, organizing interviews, etc.
- Providing guidance to designated spokespersons on responding to media inquiries
- Providing media and communications training to the Board of Commissioners and designated spokespersons
- Developing talking points, messaging, and collateral in response to media inquiries and emerging issues
General Media and Public Relations Guidelines

*Media inquiries:* Staff direct all media inquiries to the PIO or the designated backup in their absence. The PIO will ascertain the nature of the inquiry and coordinate the most appropriate response to the request in contact with the General Manager and other appropriate staff. When necessary, the PIO will research issues - and develop talking points - in consultation with the General Manager and appropriate staff. All District emails are public records and staff must consider this when writing them. Official responses will be approved by the General Manager or designee.

*Requests for comment or information regarding litigation, personnel, and public records:* Generally, District-conducted business is considered public information. Inquiries regarding pending litigation, matters involving a significant exposure to litigation, and certain personnel-related information are exceptions. Inquiries regarding information about pending litigation or exposure to litigation or certain personnel-related information should follow the same process as other inquiries and be referred to the District’s PIO to coordinate the most appropriate response to the request in consultation with the General Manager and other appropriate staff. Requests deemed to be public record requests will follow the established protocol for this process.

*The Board of Commissioners, the media, and public discussion:* Residents elect Commissioners - to represent the community and are therefore free to speak to the media on any subject. Commissioners have the right to express personal opinions on any issue, but must make it clear that they are speaking for themselves and not on behalf of Board. They may speak to the media if they are supporting a Board position or policy or if the Board authorizes them to do so. The president of the Board of Commissioners may authorize another commissioner to act as an official spokesperson. Prior to responding in a capacity as a Commissioner to any inquiry from the media, the request should be discussed with the PIO, to ensure that a consistent process is followed to respond to media inquiries. When speaking to the media, Commissioners should not imply they are speaking on behalf of the Board without prior approval from the body.

*Reflecting the official position of Sammamish Plateau Water:* It is not possible to detail the official position of the District on every potential topic. Those giving comment to the media should consider the following:

- Does the District have an official position on the subject matter in question, or has a previous comment been made that would help to determine our position on a given topic?
- If an official position is unknown, staff will engage with the PIO, management, or the Board, prior to comment or response
- Staff will make sure that they know the facts of a given situation or topic before providing any comment to the media or public
- Does the District have the required experience or background to make a comment? If we do not, then an honest statement reflecting this should be made.

*Personal points of view and First Amendment protections on personal speech:* All staff members have the right to their personal points of view regarding any issue, and nothing in this document intended to affect an individual employees’ right to express personal opinions on District or non-District actions and policies. Staff personal points of view, however, may conflict with official District positions or policies. Therefore, District employees or commissioners who write letters to any media outlet should not use official District letterhead or email. If an employee chooses to identify himself or herself as a District employee in any personal letter or email to a media outlet, he or she should include language, which states the views set forth in their document do not represent the views of the
District, but instead are the employee’s personally held opinions. Staff will provide similar disclaimers if an employee addresses a public meeting, participates in a radio talk show, or is interviewed for a radio or television program, unless the employee has approval to represent the District as an official spokesperson.

**Media releases:** The PIO writes and distributes all District media releases, statements, and advisories. The General Manager or designee will approve all such documents. If a quote is included, the person to whom it is attributed will be provided an opportunity to review and approve the quote.

**Speaking “off the record”:** Staff and Commissioners should be aware that *all* conversations with members of the media should be treated as being “on the record”, and that they can be attributed to them, whether or not that was the intent. Public meetings, such as District Board meetings and special meetings, are also places where comments made before, during, or after, should be considered “on the record” regardless of the circumstance or intent.

**Approaching the media:** If a Commissioner or staff member becomes aware of a potential media opportunity or issue, they should contact and brief the PIO. The PIO will work with staff and Commissioners to prepare any necessary information for approval before they are distributed.

**Media conferences:** A media conference can be useful to stimulate interest and create awareness of a particular cause or to make an important announcement. Media conferences will be organized by the PIO and approved by General Manager. The General Manager approves all spokespersons and they will be well briefed on all aspects of the topic and possible questions the media may ask. The PIO will prepare a media release announcing the media conference, the subject of the conference, brief background details, who will be speaking, time, date and location. If required, a media kit will be prepared by the PIO for release at the commencement of the media conference.

**Response time:** The District should respond to media requests as promptly as possible and should make efforts to respond to media inquiries within two business days. When the complexity or scope of request makes this impossible, staff will inform the journalist of the additional time required to respond. Unless in conflict with the operational requirements of the District, media deadlines are to be respected. Interviews are granted subject to the availability of a spokesperson and adequacy of preparation time. If staff determines that a media request is a public records request, District staff will respond accordingly by providing the media a copy of its *Public Records Request Policy*. 
APPENDIX F

SOCIAL MEDIA GUIDELINES
SOCIAL MEDIA GUIDELINES

Introduction

Sammamish Plateau Water (the District) uses social media to supplement our messaging and outreach efforts. Providing key messages in new ways online is an efficient way to reach customers more quickly and with greater frequency. Local traditional media outlets such as local newspapers are in decline, Social media presents an opportunity for the District to tell its own story. We can present information that invites discussion and a two-way dialogue with audiences.

Purpose

The purpose of this document is to provide guidance to District employees, commissioners, and designated spokespeople on engaging with the public and monitoring content over social media channels.

General social media strategy

Participation in social media is part of communications strategy outlined in the Strategic Communications Plan. District interactions and content on social media should abide by the following guiding principles from the Strategic Communications Plan:

- **Collective Brand Advocacy:** Employees’ words, actions and behaviors are the direct representation of the District’s brand.
- **Proactive vs. Reactive:** Where possible, the District will take a proactive approach to foster efficient, transparent, and effective communications. This gives the District the opportunity to tell its own story rather than rely on others to interpret the District’s actions, issues, and decisions.
- **Perception is Reality:** The District will provide timely, accurate, and consistent messaging to ensure that perceptions are correct.

The purpose of the District’s use of social media channels is to distribute information from the District to the public. The District will align communications initiatives with overall strategies to guide the efforts to connect with the District’s various audiences. Those strategies include:

- Directing readers to go to the District website in every post. This increases website familiarity and reduces call volumes.
- Educating customers and the public about District services, water quality, and water conservation
- Providing emergency notifications and information on emergency response efforts
- Providing useful tips on water conservation, groundwater protection, and emergency preparedness
- Promoting the District’s participation and sponsorship in public events
- Providing information about District events (Commissioner meetings, public hearings, etc.)

In addition, when participating on social media, the District will:

- Respond to posted comments that are relevant to District business or directed to the District
- Act promptly to correct misinformation or erroneous information, when appropriate
- Protect confidential and non-public information as outlined in the Strategic Communications Plan – Appendix E: Media and Public Relations Guidelines, or as required by law.
Definitions

**Social Media:** Social media describes a wide variety of websites and other internet resources such as blogs, micro-blogs, social networks, social bookmarking services, and user rating services where user-generated material is the primary content.

**Spokespeople:** A spokesperson is a District employee who has the authority to make statements to the media on behalf of the District. You can find a list of official spokespeople in the Strategic Communications Plan – Appendix E: Media and Public Relations Guidelines.

**Public Discussion:** Public discussion includes posts, comments, and questions on websites, blogs, and social media sites – anywhere an audience can see or hear statements made by other participants. It is important to understand the difference between personal, professional, and official participation when participating in public discussion in any format. See the Strategic Communications Plan – Appendix E: Media and Public Relations Guidelines for more information.

Designations and responsibilities

**Public Information Officer (PIO):** The Communications and Outreach Coordinator is the District’s primary PIO, and is responsible for providing content, monitoring, and responding to comments on the District’s social media channels and local Facebook groups. The Planning and Outreach Coordinator, Assistant to the General Manager and the Executive Assistant serve as back up in the PIOs absence.

Social media account management

**Official Social Media Accounts:** The District’s official social media accounts include Facebook, Twitter, YouTube, and NextDoor. Some District staff use LinkedIn for networking and recruitment.

**Monitoring:** The District’s social media accounts are not monitored 24/7/365 due to staffing limitations. District staff monitors social media accounts periodically during normal business hours, which are weekdays from 8 a.m. to 4:30 p.m., excluding holidays. The District advises residents to always call during emergency incidents and avoid using District’s social media accounts to report an incident. District personnel, including on-call staff, monitors our phone lines 24/7/365 and will provide an immediate response. District staff will also monitor local social media groups and respond as appropriate to any posts that are relevant to District business.

**Responding:** While it is impossible to identify every District-related comment or issue on social media, every effort will be made to address and officially acknowledge and respond to any social media posts or comments as soon as possible, preferably within 1-2 business days of discovery. Not all posts or comments require District input or response and staff will address them on a case-by-case basis.

**Posting:** Content posted to social media will contain links directing users back to the District’s official website for further information, forms, documents, or other online services. Posts may link to partner sites (such as Cascade Water Alliance or the We Need Water Campaign) if they provide relevant information of value to customers. District staff wishing to post specific content should channel requests through the Communications and Outreach Coordinator. Posts containing controversial or sensitive topics must be pre-approved by General Manager. Staff may not publish information on District social media sites that includes confidential information, copyright violations, profanity, racist, sexist, or derogatory content or comments, partisan political views or commercial endorsements.
Removing restricted content: The District’s social media channels serve as a limited public forum and all content published is subject to monitoring. The District reserves the right to restrict or remove any content that violates District social media guidelines, or any applicable law. The District will remove and retain any content in violation of District guidelines, including the time, date and identity of the poster when available. This includes:

- Comments in support of or opposition to political campaigns or ballot measures
- Profane language or content
- Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation
- Sexual content or links to sexual content
- Solicitations of commerce
- Conduct or encouragement of illegal activity
- Information that may tend to compromise the safety or security of the public or public systems
- Content that violates a legal ownership interest of any other party

Electronic records management

Records retention and public records requests: Content maintained on District’s social media channels is subject to Washington State public records laws. If social media posts are made or received in connection with the transaction of the District’s public services (such as providing advice or receiving comments about the District, its programs, core services, etc.), then they are public records for the purposes of records retention and need to be retained for their minimum retention periods.

- The District will preserve social media records pursuant to a relevant records retention schedule for the required retention period in a format that preserves the integrity of the original record and is easily accessible.
- The District’s communications staff is responsible for responding completely and accurately to any public records request for social media content. Requests deemed to be public record requests will follow the established protocol for this process.
- With respect to personal social media accounts, there has been clarification from the Washington Court of Appeals that a commissioner’s or staff member’s personal Facebook posts do not constitute public records if they are not created within an official capacity. However, it is important to note that there still are situations in which use of a personal social media account may result in creation of a public record.

The Board of Commissioners and social media use

Open Public Meetings Act compliance: Communication between Commissioners via social media, as with telephone and email, may constitute a “meeting” under the Open Public Meetings Act (OPMA). For this reason, Commissioners are strongly discouraged from “friending” other Commissioners. Commissioners should not have a discussion of District business publicly or privately on social media with a number that constitutes a quorum, as it may violate the OPMA.
Official Board business: Social media channels should not be used as mechanisms for conducting official Board business other than to informally communicate with the public. Examples of business that should not be conducted through social media channels include making policy decisions, official public noticing, and discussing items of legal or fiscal significance that have not previously been released to the public.

Public discussion: Commissioners are not required to use social media as a method in which to communicate with their constituents. If they choose to do so, they should take the following guidelines into consideration:

- Commissioners should exercise caution and discretion when commenting on community social media pages or groups, (e.g., the Sammamish Ask Everything group on Facebook). In lieu of engaging on such community pages with their personal social media account, Commissioners should consider creating, and communicating with their own “official social media account” identifiable by their title to be utilized solely for District business, issues, and announcements of District events.

- If a Commissioner publishes comments regarding District business or services on any community social media channel outside of the District’s official channels, while doing so in the capacity as a District Commissioner, they have the responsibility of retaining such conversation and comments in order to maintain compliance with public records retention laws. The most practical way of doing this is by capturing screenshots of any public interaction that includes the entire context of the conversation, as well as a timestamp of when the conversation took place. The Commissioners will submit screenshots to District staff for retention on District servers.

- Should Commissioners chose to comment on social media channels regarding District business or services, they should identify themselves as a member of the District’s Board of Commissioners and make it clear that they are speaking for themselves and not on behalf of the Board.

- It is preferred, a Commissioner ask District staff to engage in public discussion through the District’s official social media profiles, as opposed to responding to District-related content with their personal social media profile.

District staff and social media use

Personal use of social media: Nothing in this document infringes on an employee’s First Amendment rights. The District permits employees to have personal social networking and social media sites. However, whether or not an employee specifies on their personal social media accounts that they work for the District, the fact that the District employs them is public information. Staff be mindful that whenever they discuss issues in an online platform, whether in a personal or professional capacity, others may link their comments to their employment with the District.

District cannot restrict employees from communicating their own personal opinions or information via social media, employees should exercise responsibility when posting or publishing information on social media sites for personal or professional purposes. As representatives of Sammamish Plateau Water, employees should consider for the following when using social media:

- Social media content that relates to District business may be a public record subject to retention and disclosure under state law. For that reason, except for when assigned as part of their official duties, employees should not use social media to conduct District business.

- District employees should not make any statement on behalf of the District except when it is specifically authorized as part of the employee’s job duties to do so.
• Employees should protect and maintain the confidentiality of all private and confidential District information.

• Employees should not create a link from their blog, website or other social networking site to a District site if such a link causes the viewer to believe that the District endorses the contents of the employee’s social media site.

• Employees should not use their District email address or the District’s official logo for any personal online communications or activities. Although employees may identify themselves as employees of the District, employees shall not identify themselves in a manner that suggests or implies they are speaking as a representative for the District, even when the communication occurs in a private setting. If any confusion is reasonably likely, the employee shall expressly state with a disclaimer that they are speaking in a personal individual capacity and not on behalf of the District.

• Employees should not slander the District, its employees, or elected officials online.

• Employees should not use the District’s visual digital assets such as licensed stock photography, illustrations or videos, official photos taken by staff at events or on property, or branding (i.e. logos) for personal social media posts or otherwise, unless granted permission to do so by the District’s PIO or General Manager.
Attachment 3

October 2022 Board Retreat Report
The Sammamish Plateau Water (SP Water) Board of Commissioners met in a Fall retreat on October 3 to discuss long-term vision and set the stage for future long-range planning. This discussion was intended as a first step in the planning process, with a focus on developing a shared, aspirational perspective that would inform future decision making. No decisions were made, and no policies were adopted.

This discussion was grounded in SP Water’s current Mission and planning structure. While vision serves as an aspirational description of the future, SP Water’s adopted Mission Statement more specifically details the organization’s role and focus:

“Sammamish Plateau Water will provide safe, efficient, and reliable water and sewer services by being a leader in the planning and the practice of fiscal and environmental stewardship.”

To execute this Mission, SP Water employs a variety of short-, medium-, and long-term plans, all of which are informed by eight goals: 1) Policy Review/Revision; 2) Long-Range System Planning; 3) Fiscal Stewardship; 4) Regional Leadership/Collaboration; 5) Organizational Management and Development; 6) Customer Service/Communication; 7) Water; and 8) Sewer. The ideas captured on the following pages should be integrated with this existing planning structure in future decision-making.

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Vision

Vision was defined as “an aspirational description of the future you want to see: the ideal world, your best future.” The Board discussed both a vision for the community and a vision for SP Water as an organization.

Community Vision

Board members acknowledged that it would require the efforts of partner organizations to achieve their ideal or desired future for the community served by SP Water. Key elements of this community vision include:

- **Diversity.** The Sammamish Plateau community has diversified demographically a great deal over the past 20 years. The Board hopes that the community continues to be friendly and welcoming for all people, supported by a diversity in housing and employment opportunities, and strong infrastructure.

- **Affordability.** Living expenses on the Plateau are currently relatively high, which can price out some prospective residents, potentially including SP Water staff members. The Board desires that the community can be affordable to a wide range of people.

- **Prosperity, health, and safety.** Individual and community safety, health, and wellbeing are essential elements to the Board’s desired future for the community.

- **Green space and environmental quality.** A defining characteristic of the Sammamish Plateau community is its connection to nature. In the Board’s vision, this will continue to persist, and the community will steward its natural resources, including water, in a sustainable manner.

- **Quality Schools.** Local school systems are a valued part of the Sammamish Plateau community. In the Board’s desired future, this will continue to be the case, and the success of local schools will help to support a diversity of age throughout the community.

- **Infrastructure and connectivity.** As the community grows and changes, transportation infrastructure will likewise need to adapt. In the future, the Board hopes to see a community that is well-serviced by coordinated public transportation, connected to neighboring communities, and characterized by an internal ease of mobility. Moreover, an ideal future community supports innovation in its public works and the provision of efficient and sustainable utility services.

- **Independence and resilience.** Because it is located in an earthquake-prone area and vulnerable to a variety of other emergencies, the Sammamish Plateau community is ideally one that is resilient and that has independent capacity to problem-solve.

- **Appeal for people to live, work, and play.** Overall, the Board hopes to foster a future community that is balanced in its appeal as a desirable place to live, work, and play.
Organizational Vision

In addition to framing a vision for the community, the Board developed a shared vision for SP Water as an organization. This is organized into six main topic areas:

- **Community presence.** SP Water should have a strong presence in the community. This could include sending representatives to engage with community members at local events or through school programs, as well as building a robust public relations strategy. These efforts should create a strong relationship between SP Water and the community it serves.

- **Flexibility and resilience.** The organization should be equipped to anticipate and prepare for the evolving community it serves. Flexibility to respond to outside forces, as well as resilience to emergencies, are key characteristics that will support the sustainable future of the organization.

- **Internal operational strength and commitment to improvement.** To achieve its Mission and broader vision, SP Water needs strong internal systems and operations. Furthermore, the organization needs to maintain a focus on ongoing improvement, adopting new technologies and best practices in service delivery and efficiency.

- **Leadership and influence.** Many different actors and decision processes in the region affect SP Water. The organization’s voice should influence decision-making in the best interest of its customers. Similarly, SP Water should strive to be a leader in the region and for its industry. This will foster an organization with robust and innovative systems, and impactful relationships with peer agencies and decision-makers.

- **Technology and innovation.** In the envisioned future of SP Water, the organization actively seeks out and engages with emerging technology to best serve the community.

- **Organizational Culture.** To operate smoothly and efficiently, SP Water needs to continue to work towards cultivating a strong organizational culture for its staff. This culture should set a standard for the organization to be friendly, professional, appreciative of employees, responsive to employee needs for a healthy work-life balance, open and inviting to the public, and transparent.

Environmental Scan

The Board discussed the contextual environment impacting SP Water. The following external forces, as well as associated challenges and opportunities, were identified as affecting the organization.

Natural Factors

- **Climate Change.** As climate change advances, its effect on SP Water will progressively grow. On a base level, climate change may impact the operations of SP Water, including the capacity and the reliability of its water supply. Climate change may also impact how the community changes, particularly the level of development and population density.

- **Natural and Human-Caused Disasters.** Natural disasters are a constant threat to SP Water operations, whether at a large or small scale. The District’s main connection to the King County regional sewer system, for example, is vulnerable to earthquakes. Other areas of the overall District system are also vulnerable.
to earthquakes due to liquefaction. Human-caused disasters including cybersecurity attacks or terrorism could challenge the integrity of SP Water operations.

Social and Economic Factors

Social Dynamics. Shifting social ideals—particularly those around equity and affordability—will impact how SP Water charges for services. SP Water’s operations are also impacted by the water usage of its customers as demand associated with overall growth increases, and demands may be impacted over time through a focus on conservation.

Globalization and Supply Chain Vulnerabilities. SP Water is reliant on outside vendors for access to pipes, water treatment supplies, meters, and other critical inputs. The organization is therefore vulnerable to supply chain disruptions that may result from emergency events and should consider strategies for obtaining essential inputs and enhancing emergency preparedness efforts.

Technology. The industry is affected by the continual evolution of technologies that create both opportunities and challenges.

Affordability and Funding. Macroeconomic forces, including inflation and availability and/or lack of external funding opportunities, can impact SP Water’s rate affordability and financial stability. Affordability can also be impacted by the pass-through charges of third-party agencies providing regional services.

Workforce Pipeline. SP Water faces the challenge of developing a workforce pipeline that can adequately fulfill its needs. This affects the industry overall, and the high cost of living on the Sammamish Plateau—as well as regional traffic, which makes commuting difficult—has a particular impact on SP Water.

Policy and Political Factors

Policy Makers and Service Providers. SP Water is affected by the actions of federal and state policy makers, as well as regional service providers, including King County, which manages the regional sewer system to which SP Water is connected.

Water Rights. Water rights regulations are a critical factor in guiding the ways that SP Water operates. Currently, SP Water, as a member of the Cascade Water Alliance (CWA), receives a portion of its supply through CWA contracts with other regional utilities, and in the future could be reliant on undeveloped CWA water rights. SP Water’s planning efforts need to account for changing regulations, as well as for how its current access to water could be impacted by regional relationships and declining local aquifer levels.

Host Cities. Long-range planning needs to consider the future growth and potential policy changes of Issaquah and Sammamish, and their potential impacts to the District.

Infrastructure Factors

Mobility and Traffic. As it has grown, the Sammamish Plateau community has faced increasing traffic. In addition to the impact on attracting employees as noted above, traffic and mobility challenges complicate emergency responses, as it is difficult to triage when staff do not have easy physical access to facilities.
**Water Treatment.** Water treatment is an essential issue for SP Water, and could pose challenges to the organization if faced with additional water quality requirements.

**Potential Initiatives**

The Board considered potential Initiatives to address identified challenges and advance towards its desired future. These were not adopted formally but could in the future be incorporated into formal plans and budgets. Six potential Initiatives are described below, each of which corresponds to one of the eight goals listed on page 1.

**Intergovernmental Relations**

[Relates to Goal 4: Regional Leadership/Collaboration]

SP Water is affected by policy setting and actions made by many partner agencies, including the federal government, the State of Washington, King County, and host cities. Some issues are broad, affecting water and sewer utilities generally, while other issues are more specific to SP Water. Ideas for how SP Water could advance this Initiative include:

- **Focusing advocacy efforts.** Update the Legislative and Strategic Issues Agenda based on this visioning/long-range planning discussion. SP Water should focus its efforts on issues most important to its customers, using its Mission Statement as a guide, and leverage associations to advance industry-wide issues.

- **Strengthening relationships.** Strong staff- and elected-level relationships with peers at the County and in peer cities can go a long way towards improved coordination and productive policy setting.

- **Tailoring approach to host city relationships.** It is challenging to maintain alignment with host cities given staff and elected official turnover, as well as potentially differences in interests, approaches, and priorities. Tailored approaches may be appropriate to each host city, including negotiating the details of specific key issues individually or establishing a comprehensive agreement through franchise agreements. With both cities, it is important to strengthen relationships, including through designated Commission liaisons, and to coordinate infrastructure and land use planning.

- **Exploring options to increase capacity for intergovernmental relations.** Options could include dedicated staff, or other means.

**Relationship Building with Community Members**

[Relates to Goal #6: Customer Service/Communication]

SP Water could strengthen its relationship with the community through an Initiative focused on communications and community engagement. Potential supporting ideas include the following:

- **Maintaining a strong, visible presence in the community.** Event booths and school programs have historically been successful ways to engage with community members, and SP Water could benefit from expanding these endeavors. By doing so, the organization can build trust with the community, which could encourage community members to advocate for SP Water when challenges arise.
- **Connecting with local community groups or programs.** Building a relationship with community groups could help SP Water better connect with its customers and understand their needs. For example, SP Water could connect with the Friends of Lake Sammamish, Citizens for Sammamish, Rotary clubs, local chambers of commerce, and civic leadership programs.

- **Strengthening the SP Water brand and identity.** SP Water’s current branding and imaging efforts could be strengthened by creating a more cohesive identity that shows what the organization stands for and who is a part of it. This could strengthen the community’s connection to SP Water and make its role and contributions more top of mind.

- **Using the website and social media to keep customers informed and engaged.** SP Water could share information and engage with the community regarding education about water quality, community partnerships, and PFAS issues. The organization could continue to monitor existing systems to evaluate and improve use of the website, social media tools, and other communications mechanisms.

- **Reviewing engagement staffing.** SP Water’s current capacity for community engagement and relationship building may not meet the levels necessary to achieve its goals. The organization should consider reviewing the Board’s goals in relation to staff capacity for involvement at community events.

**Infrastructure**

[Relates to Goal 1: Policy Review/Revision; Goal 2: Long-Range System Planning; Goal 7: Water; and Goal 8: Sewer]

Significant infrastructure-specific ideas should include a focus on resiliency projects, sewer infill, and building for future capacity. A policy is needed for how to address sewer infill efforts and how those costs will be borne.

**Fiscal Stewardship and Sustainability**

[Relates to Goal 3: Fiscal Stewardship]

SP Water has long maintained a conservative fiscal position, including saving resources for future system replacement costs. The organization can sustain its work and maintain its Mission by:

- **Crafting communications around the value of SP Water services and strategies.** SP Water is an exceptional steward of financial resources. By better communicating this to its community, SP Water can more easily justify its service rates, operational decisions, and financial strategies, all of which could bolster the organization’s relationship with the community.

- **Maintaining a ‘slow and steady’ approach to rate increases in an inflationary environment.** Leverage a financial investment strategy to supplement rate-based revenues and consider expanding or promoting the customer assistance program for those adversely affected by rate increases.

- **Actively pursuing external funding.** With a more concentrated effort to seek out external funding opportunities, the organization could strengthen its financial position and improve service delivery.
Internal Systems, Processes, and Technology

[Relates to Goal 5: Organizational Management and Development]

Potential areas of focus to strengthen SP Water’s internal systems and operations include:

▪ **Enhancing the existing intranet for internal work and communications.** By bolstering organizational communication for staff, SP Water could improve its internal efficiency and support transparency and staff knowledge.

▪ **Continuing to invest in new technology, as well as staff competencies.** Track the evolution of technology and evaluate the appropriate times to make investments. Support the successful adoption of new technologies through staff training.

▪ **Establishing a strategic technology plan.** Develop a multi-year technology plan tied to appropriate staff training.

Our People

[Relates to Goal 5: Organizational Management and Development]

SP Water strives to create a supportive environment for staff that attracts and retains talent. A people-oriented initiative could build on the following ideas:

▪ **Maintaining flexibility and adapting to pandemic-related changes.** The pandemic has created immense changes in the professional landscape of the organization. Retain beneficial adaptations and continue to adapt as necessary.

▪ **Collaborating with other public agencies on workforce housing options.** Most staff members cannot afford to live within the Sammamish Plateau community, which negatively impacts staff recruitment and retention, as well as timely response to emergencies. Begin by surveying staff to better understand the issue. If appropriate, SP Water could seek to create more affordable local workforce housing options in collaboration with school districts, fire districts, cities, hospitals, and others.

▪ **Strengthening the recruitment pipeline.** SP Water could expand its apprenticeship program and collaborate with higher education institutions to recruit prospective employees into the field.

▪ **Continuing to be a great place to work.** Maintain competitive pay and benefits, and an inviting work environment to attract and retain the very best employees.

Conclusion and Next Steps

Through the discussions summarized above, the SP Water Board of Commissioners developed a shared vision and potential initiatives to focus on in moving towards the organization’s desired future. This is an important first step in working towards comprehensive long-range planning. Next steps would be to include discussion of these ideas in Board meetings and to identify what items should be adopted into SP Water’s formal documents and plans, resourced, and implemented.
Attachment 4

Legislative and Strategic Issue Agenda
GENERAL PRINCIPLES/OBJECTIVES:

The Sammamish Plateau Water and Sewer District is a special purpose utility district serving approximately 55,000 customers located in the Cities of Issaquah, Sammamish, and King County. The District mission is to provide safe, efficient, and reliable water and sewer services by being a leader in the planning and the practice of fiscal and environmental stewardship. In pursuit of this, the District supports and advocates legislative measures consistent with the interests of its customers and constituents.

The District Board of Commissioners has adopted this Legislative and Strategic Issue Agenda. Support and advocacy of the agenda may be accomplished through various means including:

- Direct contact with legislators and the Governor.
- Coalitions of public and/or private entities with similar interests.
- Advancement through organizations which the District is a member of, including Cascade Water Alliance, Washington Association of Sewer and Water Districts, Sno-King Water District Coalition, and East King County Regional Water Association.
- Discussion and engagement of other local government agencies.

While individual Board members may have varying views and perspectives on legislative and strategic issues, the agenda is intended to represent the official position of the entire Board. The Board recognizes that in adopting priorities, the language of specific measures requires review and analysis to assess consistency with the District’s principles and priorities.

The following establishes the District’s 2019-2020 Legislative and Strategic Issue Agenda. The District will engage these issues from the points of view stated herein.
Background:
In 2012, the United States Environmental Protection Agency (USEPA) implemented the Unregulated Contaminant Monitoring Rule (UCMR) for public water systems. The purpose of the UCMR was to collect data for contaminants suspected to be present in drinking water that do not have health based standards set under the Safe Water Drinking Act. Since implementing the UCMR, a number of Washington water utilities have detected the presence of per- and poly-fluorinated compounds (PFAS), which have known health impacts, in their groundwater supply. Sammamish Plateau Water and the City of Issaquah are specifically impacted by the release of a contaminant plume impacting water quality in the Lower Issaquah Valley aquifer system.

The USEPA and the State of Washington have yet to establish a maximum contaminant level for PFASs in drinking water, but only the USEPA has implemented a health advisory limit. Other states such as California and Minnesota have established limits as a matter of public health. Washington State is currently in the process of establishing a maximum contaminant level (MCL). However, since there are no regulatory standards, remediation of the plume source, including remediation levels for PFASs, is not required and any remediation level is subjective. There remains a known source of PFAS contamination in the Lower Issaquah Valley which is degrading the aquifer and water quality, and the responsible party is deferring on undertaking any remediation in the absence of remediation standards.

Groundwater protection and safe drinking water are essential to the residents and businesses in the State of Washington. In the absence of standards, the public’s drinking water supply is at risk and PFAS remediation is being deferred to the local utilities through groundwater treatment, as opposed to establishing accountability for the party responsible for the PFAS release.

Goal/Objective:
Support a process to require the establishment of MCLs in drinking water, and require parties responsible for PFAS releases to remediate PFAS contamination. This may be achieved through Department of Ecology rule making or legislative direction.

Strategy:
The District has been advised that it will take years for the USEPA to establish a mcl, and that will not address remediation requirements. The desired outcome is for the Legislature, Washington Department of Ecology, or Washington Department of Health to establish a MCL, including remediation requirements, and accountability for parties responsible for a contaminant release. The District will work with other affected water utilities and affected cities, including the City of Issaquah, to lobby state officials to establish a mcl and remediation standards. Effective support of Washington Association of Sewer and Water Districts and Sno-King Water District Coalition is essential to raise legislative awareness.
STORMWATER INJECTION IN THE CRITICAL AQUIFER RECHARGE AREA
HIGH PRIORITY

Background:
Stormwater management is generally regulated by the Department of Ecology. Current stormwater management trends related to low impact development include infiltration and the injection of stormwater. Generally, these practices go unregulated and the Department of Ecology relies on the use of “best practices”, with no subsequent monitoring of the impacts of introducing surface run-off into the aquifer. Constituents found in surface runoff include coliform, metals, hydrocarbons, bacteria, and other compounds which have the potential to degrade the aquifer and beneficial use of the groundwater. Degradation of the aquifer is prohibited under RCW 90.48.080, RCW 90.54.020 and WAC 173-200-030. Since Ecology does not usually require permits for the injection or infiltration of stormwater, and does require subsequent monitoring of the impact on groundwater, current practices do not provide appropriate regulations to balance the interests of groundwater protection with stormwater management. Ecology guidance will allow groundwater discharges even in areas where the depth to the aquifer and soils will not prevent degradation of water quality as long as the discharges receive treatment provided for in stormwater management manuals. Those treatment methods, however, are not designed to protect groundwater and can in some cases increase the pollutant loading for parameters such as bacteria. Additionally, water purveyors are required to develop wellhead protection assessments, to identify the critical aquifer recharge area (CARA) and take appropriate measures to preserve the groundwater supply. Injection or infiltration of stormwater into a one-year wellhead capture zone or the CARA significantly increases the risk posed to the public’s drinking water supply. The current regulatory structure does not coordinate stormwater management with wellhead protection programs and CARA regulation. This poses a significant risk of contamination and degradation of groundwater quality and public drinking water resources.

Goal/Objective:
Support legislation which protects drinking water aquifers from degradation due to stormwater injection or infiltration. This could include the prohibition of stormwater injection or infiltration in capture zones determined under the wellhead protection program or a CARA, treatment of stormwater to a drinking water standard prior to injection, or permitting by the Department of Ecology or Health to include permitting based on demonstrative analysis that proposed stormwater injection will not degrade the aquifer, and stringent monitoring protocols oriented toward aquifer protection as opposed to stormwater/surface runoff regulations.

Strategy:
Through its membership in WASWD and Sno-King, the District will make efforts to raise awareness of the risks posed the groundwater through the infiltration or injection of stormwater, including the lack of regulation by the Department of Ecology, and the absence of regulation to balance the competing interests of groundwater quality and stormwater management. The District will advocate that the interests of aquifer protection must take precedence over stormwater management. The District will continue to collaborate with WASWD, Sno-King, and other utilities to achieve favorable legislative or regulatory action to ensure groundwater/aquifer protection has primacy.
over stormwater management practices. Resistance from cities may be encountered as the District pursues action. Engagement with the USEPA may be considered to ensure there are no gaps within the Clean Water Act which jeopardizes groundwater as a matter of stormwater management expediency.
DEPARTMENT OF ECOLOGY RECLAIMED WATER RULE PROPOSAL

Background:
The State of Washington Department of Ecology is engaged in a public process to establish administrative rules regulating and promoting the use of reclaimed water. An informal comment period provided an initial opportunity for input on the rule proposal. To date, Ecology’s proposed rules fail to balance the interests of water utilities and potential impacts to groundwater resources with opportunities for the use of reclaimed water. Specific areas of concern and interests of Sammamish Plateau Water include:

- A general lack of coordination and planning between the producer of reclaimed water and local water utilities.
- Failure to recognize the coordinated water utility service areas, infrastructure plans, and fiscal models impacted by the proposed introduction of reclaimed water.
- The general infringement by a third party upon a local water utility’s designated exclusive service area to offer a competing water source at discounted price through the subsidy of a competing rate payer base.
- Failure to establish effective regulation to ensure groundwater sources are appropriately recognized and protected from potential adverse impacts of reclaimed water.

Goal/Objective:
The District will advocate for reclaimed water rules which balance the interests of water utilities and aquifer protection with the use of reclaimed water as a water resource. Administrative rules governing the use of reclaimed water must include criteria related to groundwater/aquifer preservation, planning coordination, water utility fiscal impacts, infrastructure planning and coordination, and recognition of service area primacy. As the exclusive retail service providers, and stewards of our groundwater resources, water utilities interests must be recognized as part of the rule making process.

Strategy:
The District will participate in the rule making process individually and through its membership in the Cascade Water Alliance, Washington Association of Sewer and Water Districts, and Sno-King Water District Coalition.
BILLING NON-WATER CUSTOMERS FOR FIRE PROTECTION BENEFIT

**Background:**
Water-sewer districts develop water infrastructure to provide for the health and safety needs of customers and constituents. In addition to constructing infrastructure to provide potable water, significant investments are made in infrastructure to develop fire suppression systems. Infrastructure is funded by existing ratepayers and residents in new developments who ultimately become water customers. See RCW 57.08.005(11); RCW 70.315.030. Owners of developed property receive significant benefit from this infrastructure due to its availability of fire suppression services, including reduced homeowners/fire insurance rates and not being required to install internal residential fire sprinkler systems. However, in some cases, developed property exists which is not connected to and does not receive potable water service from the SPWSD water system, resulting in the benefitting property not contributing or sharing in funding the infrastructure from which they receive fire protection benefit. This results in an inequitable funding burden for those owning property connected to the water system and ignores the benefit the owners of property not connected to the water system receive from the district fire suppression system.

**Goal/Objective:**
Support legislation which recognizes that all owners of developed property adjacent to a district/municipal water system receive benefit from the availability of fire protection infrastructure and authorize and enable districts to bill for and recoup the costs associated with the availability of this benefit.

**Strategy:**
Through its membership in WASWD and Sno-King, the District will try to identify other special purpose utility districts which share common perspective regarding fire protection benefits which accrue to owners of developed property which are not recovered through rates. If the issue merits further advancement, WASWD and/or Sno-King may wish to further engage the Association of Washington Cities to jointly introduce legislation to allow water utilities to bill non-water customers based upon the benefits received. Alternatively, the District could conduct further in-house review of the actual incidence of applicable circumstances within the District’s customer base, including cost of service considerations, to validate the issue’s level of significance to the District. Finally, rather than pursue the issue legislatively, the District could elect to pursue general fund reimbursement from the City and County for fire protection services associated with general government which are provided by the District.
WATER AND/OR SEWER SERVICE GOVERNANCE AND SERVICE ANALYSIS

Background:
Chapter 35.13A RCW grants cities certain authorities to attempt to assume, subject to boundary review board approval, those portions of water-sewer districts located within the city. With the enactment of Engrossed Substitute Senate Bill (ESSB) 5048, affected constituents may now exercise the right to vote on a proposed assumption if a city elects to do so unilaterally without the consent of a district’s elected body. While ESSB 5048 provides a potential mechanism for citizen redress in the event of a unilateral assumption, the statutes continue to fail to address issues of governance and service delivery. The underlying statutes were enacted in the 1970’s. Since then, with the enactment of the Growth Management legislation (Chapter 36.70A RCW), cities have interpreted statutes to imply a preference or bias to cities as the preferred provider of water and sewer services. In some regions, water-sewer districts encompass multiple government jurisdictions and provide utility service on a regional basis. District water and sewer systems are constructed based on topographic and hydraulic considerations, rather than municipal political boundaries. Over time, districts have evolved and enhanced their sophistication through technology and related innovative service delivery practices. In many cases, water-sewer districts are more advanced than a city which may pursue assumption.

Current assumption law is lacking in that it fails to recognize that alternative service delivery and governance models may be superior to traditional assumptions. While the amended assumption law now provides for potential voter input in the case of a unilateral assumption of districts by cities, the statutes are silent on the promotion of effective service delivery and/or governance in relation to utility service, including the promotion of general engagement between cities and special purpose districts on such issues. A cornerstone of effective service delivery and governance should include an orientation toward engagement and periodic objective analysis of service delivery in the interest of constituents.

Goal/Objective:
Support legislation which requires thorough analysis of governance and service delivery options as a prerequisite to a traditional assumption. Support legislation which requires objective constructive engagement between city and special purpose jurisdictions regarding governance and services delivery not less than once every ten (10) years. Ultimate governance and service models should reflect what is in the best interest of all customers in a utility district or region, not just that of a city pursuing assumption.

Strategy:
Through its membership in WASWD and Sno-King, the District will attempt to secure advocacy and support for advancement of this issue as a means of further enhancing the recently amended RCW. WASWD and/or Sno-King should consider engagement with the Association of Washington Cities in the interest of improving legislation in the interest of all constituents.
Active Agenda
Item B

Infiltration and Inflow Abatement – Smoke Testing Plan Review
Subject: Sewer Smoke Testing in the South Service Area

Project: Inflow and Infiltration (I/I) Abatement

Date: 08/07/2023

Staff Contact: Andy Tuchscherer

Approved by:
- Department Manager
- Finance Manager
- General Manager

INTRODUCTION:
District staff are proposing a plan for smoke testing the south portion of the sewer system in a two year period. 64 miles of the sewer conveyance system is planned for evaluation in 2024. 49 miles is planned for evaluation in 2025. The estimated cost for this effort will be $91,000 in 2024, $69,000 in 2025.

BACKGROUND:
In 2021 the Operations Sewer section undertook inflow and infiltration abatement efforts in the North Sewer Service Area. This was due to capacity constraints in this portion of the system. As part of this effort smoke testing was performed on the entire NSSA. This resulted in 16 high I/I locations where illicit connections were found. This resulted in an estimated 62 gallons per minute of capacity. This was a concentrated effort during a sewer moratorium where any found capacity was critical to continue operating the sewer system in a way that minimizes the likelihood of sewer overflows. Operations is proposing to continue this effort. The proposal is a two year plan that will complete the smoke testing evaluation for the south portion of the sewer system. This will provide complete coverage to ensure all illicit connections are removed from the District system.

BUDGET STATUS:
This effort will be budgeted under the Sewer operating budget.

OPTIONS:
1. Approve staff’s plan for smoke testing in 2024 and 2025.
2. Lengthen the time to perform smoke testing in the South Service Area. Split the basins to create a 3 or 4 year plan. This would split the cost over 4 years instead of two.
   a. 2024 - $45,000
   b. 2025 - $46,000
   c. 2027 - $35,000
   d. 2028 - $34,000
3. Do not perform smoke testing.

STAFF RECOMMENDATIONS:
Approve the 2024 to 2025 smoke testing plan as presented to the Board.
Active Agenda
Item C

August Meeting Schedule
COMMISSIONER REGULAR MEETING SCHEDULE
2023

January 2023
January 2, 2023 – No Meeting, New Year’s Obs.
Monday, January 9, 2023
January 16, 2023 – No Meeting, MLK Day
Monday, January 23, 2023
Monday, January 30, 2023

February 2023
Monday, February 6, 2023
Monday, February 13, 2023
February 20, 2023 – No Meeting, Presidents’ Day
Monday, February 27, 2023

March 2023
Monday, March 6, 2023
Monday, March 13, 2023
Monday, March 20, 2023

April 2023
Monday, April 3, 2023
Monday, April 10, 2023
Monday, April 17, 2023

May 2023
Monday, May 1, 2023
Monday, May 8, 2023
Monday, May 15, 2023

June 2023
Monday, June 5, 2023
Monday, June 12, 2023
June 19, 2023 – No Meeting, Juneteenth
Monday, June 26, 2023

July 2023
Monday, July 3, 2023
Monday, July 10, 2023
Monday, July 17, 2023

August 2023
Monday, August 7, 2023
Monday, August 14, 2023
Monday, August 21, 2023

September 2023
September 4, 2023 – No Meeting, Labor Day
Monday, September 11, 2023
Monday, September 18, 2023
Monday, September 25, 2023

October 2023
Monday, October 2, 2023
Monday, October 9, 2023
Monday, October 16, 2023

November 2023
Monday, November 6, 2023
Monday, November 13, 2023
Monday, November 20, 2023

December 2023
Monday, December 4, 2023
Monday, December 11, 2023
Monday, December 18, 2023
Reports