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Water District launches new online tools for a smarter connection to their water

SAMMAMISH, WA - It’s often questioned why water conservation is so important in a region known for its rainfall, but as a growing population puts more pressure on our resources and summer droughts become more frequent it’s become a necessity to closely guard our water and prevent waste wherever possible. Now there’s a program designed to help water districts and customers do both.

Sammamish Plateau Water®, a water and sewer services provider in East King County, WA, has launched MySPWater™, an online water management program that puts valuable tools in the hands of its customers to monitor their own water use, set up usage notifications, track near real-time daily usage, pay bills online, and communicate more directly with District customer service staff. More information means increased awareness, which can result in less water consumed, less water wasted and more money saved at home. All a customer needs to do to sign up is visit myspwater.org or download the mobile app and register.

Sammamish Plateau Water is one of the first water service providers in the State to offer the Advanced Metering Infrastructure, or AMI combined with the sophisticated customer portal, linking both customers and the District to shared water usage information. Once a customer is registered and has set up usage targets and notifications, they can spot an unusual spike in water use within days – instead of months - and contact the District to help investigate. Even if a customer has not signed up for leak alerts, however, the District can also detect leaks and alert the homeowner or business much faster, making the location and repair of a leak a real money saver for the customer and a huge water saver for all of us.

Ever wondered how much water teenagers are using during those marathon showers? Curious if that spike in the summer water bill is for watering the lawn? Did the water bill suddenly jump but you don’t know why? These questions, and more, can be answered with the MySPWater online portal and mobile app, and setting up account management options that simplify everything from bill paying to more advanced usage targets.

“We’re advocates for our customers and stewards of their water,” says Jay Krauss, General Manager of Sammamish Plateau Water (the District). “Finding better ways for our customers to control their own water use and save money has always been a goal of ours. These new leading-edge analytical tools also provide valuable data to enhance how we manage our water supply. Together, we can be more proactive in protecting our water and preventing issues before they start.”
The launch of MySPWater also caught the attention of Todd Myers, a Sammamish Plateau Water customer as well as the Environmental Director at Washington Policy Center, an organization dedicated to promoting conservation and environmental stewardship. “As a member of the Puget Sound Salmon Recovery Council, I think this new portal can have real environmental significance,” according to Myers. “New information can actually change behavior. If that changed behavior prevents waste and promotes more careful use, it can help leave water in streams and promote better habitat for the recovery of Puget Sound salmon. That’s an important story here.”

Angel Barton, Finance Manager believes MySPWater also promotes a better customer service experience. “We become better connected with our customers as we’re sharing information and trouble-shooting together. And even though our customers are pretty tech savvy, they’re also very busy people. MySPWater makes everything far more seamless and easy for them.”

The District’s Board of Commissioners saw this as a continuation of the District’s long-held leadership role in water management. Better information means better analytics for the District, but it also promotes what they believe is the partnership they have with their customers. Commissioner Mahbubul Islam adds, “MySPWater is not only a convenient tool for customers, it helps us maximize the system and fine-tune its efficiency. Since customers are essentially co-owners of their water system, this becomes even more important to them.”

MySPWater is available for Sammamish Plateau Water customers only. They can sign up by going to myspwater.org, registering with their account information, and setting up which features they want to include.

For more information, go to spwater.org or call 425-392-6256.

**About Sammamish Plateau Water**

Sammamish Plateau Water is a regional provider of water and wastewater services to more than 64,000 residents over 29 square miles across cities of Sammamish and Issaquah, and areas of unincorporated King County. The District’s mission is to provide safe, efficient and reliable water and sewer services by being a leader in the planning and practice of fiscal and environmental stewardship.

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