

RAIN BARRELS: Low tech, low maintenance way to conserve water



For centuries, rainwater has been collected as a way for people and communities to meet their water needs. Today, this simple technology is still in use—most often for controlling stormwater runoff and conserving water.

Why use a rain barrel?

Collecting rainwater is an easy way to conserve water—and save money on your water bill. During the drier season, when water consumption often

doubles, using collected rainwater can reduce the strain on the PUD's water supply and keep more water available for fish and wildlife. Rainwater is also naturally "soft" and free of minerals and chemicals, making it ideal for plants and lawns.

If you would like to be contacted about upcoming build-your-own rain barrel workshops, please take our online rain barrel survey at www.SkagitPUD.org or call (360) 424-7104.



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PIPELINE

Summer 2009
Owned By The People We Serve

NEWSLETTER FOR SKAGIT PUBLIC UTILITY DISTRICT CUSTOMERS

IN THE PIPELINE

Steps To Be 'Green' |2|

By using water-saving products and adopting water-saving practices, we hope to help consumers conserve water and reduce water bills. Inside are some simple steps that will help you get started.

Red Flags |2|

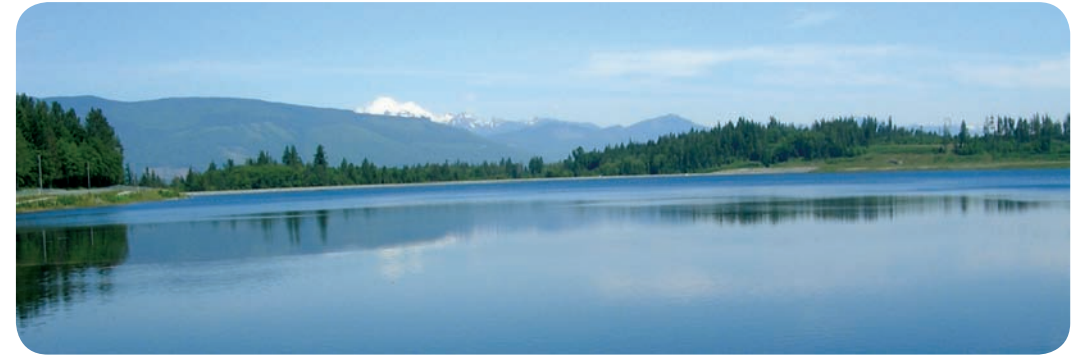
The expression "red flag" signals "Danger: Be alert to problems ahead." Learn about the PUD's new Red Flags program to prevent, detect, and minimize the damage from customer identity theft.

Protecting Salmon |3|

Conservation and environmental stewardship are essential pieces in the PUD's overall mission. Discover how our new Skagit River pump station protects fish habitat while helping meet projected water demands for the next 40 years.

Shower Timers

The average shower is about 7 minutes, but it doesn't have to take that long! Less time in the shower requires less hot water and less energy. Get a free shower timer for your home. See Page 3 for details!



Skagit PUD's principal sources of water come from four Cultus Mountain creeks and the Skagit River. Raw water is collected at Judy Reservoir before it's disinfected and filtered through the water treatment plant.

taste & odor

Warm weather can bring changes to your water

at this time of the year, Skagit PUD typically sees an increase in the number of customer calls involving taste and odor concerns. Taste and odor issues are some of the most difficult for a water system to address. One reason for the difficulty is that taste and odor evaluations are very subjective: what is offensive to one individual may not be even detectable to another.

All water has its own unique taste and odor characteristics. Skagit PUD's water treatment plant draws water from Judy Reservoir, east of Clear Lake, which is supplied from four streams within the Cultus Mountains and the Skagit River. Like many other water systems, we occasionally experience

taste and odor changes.

An earthy or musty smell, particularly in hot water, may be the result of an algal bloom in the untreated water supply. Algae thrive at different times of the year in reservoirs. Taste and odor producing algae typically bloom in the late summer or fall. Although algae are removed during the treatment process, some of

their metabolites may be left behind.

The two most common metabolites are geosmin and 2-methylisoborneol (MIB). Even though these compounds are harmless, the human senses of taste and smell are extremely sensitive to them and can detect them in the water at concentrations as low as five parts per trillion.

Algae are common, normal inhabitants of surface waters and are beneficial to the health of a water body. Low concentrations of most algae are an asset rather than a liability in a raw water source. Algae are important as primary producers of organic matter at the base of the food chain and are useful indicators of pollution. They help remove excess nutrients,



Taste > **SEE PAGE 3**

Simple steps to be more 'green'



PEOPLE OFTEN ASK US what they can do to be

more "green." Watching how you use water, the undercurrent to all living things, is a key step to greening your lifestyle. Skagit PUD has partnered with a national program that identifies easy ways to keep this vital resource flowing.

The U.S. Environmental Protection Agency's (EPA's) WaterSense® program offers a simple way to make product choices that use less water. Each American uses an average of 100 gallons of water per day. We can cut that amount by as much as 30 gallons, through a few simple steps.

- Turn the tap off when brushing our teeth. Doing so can save up to eight gallons per day—the same amount the average person drinks in 16 days.
- Install WaterSense labeled plumbing fixtures in our bathrooms.

- Water our gardens or landscaping in the morning when it's coolest.

Products that meet EPA criteria are independently certified to perform as well as or better than conventional models with no sacrifice to quality or product performance. Look for the WaterSense label to find products that help save water and money. If just one in 10 American homes installed WaterSense labeled toilets and faucets in the bathrooms, it could save more than 120 billion gallons of water per year and more than \$800 million per year in household utility bills.

As a partner in the WaterSense program, we're improving awareness and promoting water efficiency to our customers.



By using water-saving products and adopting water-saving practices, we hope to help consumers conserve water and reduce water bills. It's the smart, cost-effective, win-win solution that will help preserve water for the future.

'Red Flags' program to fight ID theft



The expression "red flag" signals "Danger: Be alert to problems ahead." For millions of consumers every year, identity theft is more than a threat—it's their reality. The economic, psychological, and emotional harm to victims can be devastating. But businesses often bear the biggest part of the monetary damage from identity theft.

It's everyone's responsibility to do what they can to fight identity theft.

But businesses and organizations that offer credit or other financial services can be the first to spot the red flags that signal the risk of identity theft, including suspicious activity indicating that identity thieves may be using stolen information like names, Social Security numbers, account numbers, and birth dates to open new accounts or raid existing ones.

In compliance with new Federal Trade Commission regulations, Skagit PUD has developed a written "red flags program" to prevent, detect, and minimize the damage from identity theft.

The program includes a number of responses to red flags. These may include monitoring a customer's account, closing an account, not opening a new account, contacting the customer when we spot a red flag, or a combination.

So, if one of our customer service representatives seems to be asking a few more questions than usual to verify identity when accessing your account, please understand that Skagit PUD is doing its part to help fight identity theft.

Letterbox Trail offers summer family fun

Seventeen letterboxes have been hidden up and down the beautiful Skagit Watershed—from North Cascades National Park in the east to Washington Park in the west!

"Letterbox questors" follow clues to discover hidden letterboxes, which include a journal (for stamping) and a stamp or stickers for questors to place in their own journal. In addition, participants collect a "magic word" to record at each site. Pick up a list of clues in the PUD's office lobby, public libraries, or online at www.SkagitPUD.org. A special celebration is scheduled for the end of October for everyone who joins the quest!



Working together to protect fisheries resources

Conservation and environmental stewardship are essential pieces in Skagit PUD's overall mission to provide quality, safe, reliable and affordable utility services to our customers.

The Skagit River and its tributaries support some of the healthiest salmon runs in the Northwest and form the only stream system in Washington to support all five species of Pacific Northwest salmon, as well as bull trout and steelhead.

Skagit PUD participates in local watershed management and planning efforts to protect in-stream flows necessary to maintain salmon spawning and rearing habitat, while ensuring adequate water to meet current and future demands of our customers.

In 1996, the PUD entered into a memorandum of agreement with the city of Anacortes, Skagit County, the Swinomish, Sauk-Suiattle and Upper Skagit Indian

tribes, and state resource management agencies, that provides for coordinated water-resource management for the next 50 years and ensures minimum in-stream flows to protect fish habitat.

To address the growing and changing needs of our area, we have recently doubled the capacity of our water filter plant at Judy Reservoir. Along with this expansion, the PUD has constructed a new pumping station on the Skagit River to augment flows from four streams in the Cultus Mountains, which up until now have been the primary source for our water supply. Pulling water from the Skagit will enable us to fill Judy Reservoir when fish protection requirements limit diversions from the streams.

The new pumping station, with its five 900-horsepower engines, is capable of delivering up to 36 million gallons per day from the river to Judy Reservoir, and will ensure that sufficient water is available to meet projected demands for the next 40 years.

(Left) Five 900-horsepower engines will be able to deliver 36 million gallons of water per day to Judy Reservoir.

(Center) The Skagit River Diversion Pump Station is located off South Skagit Highway across from Sedro-Woolley.

(Bottom) Engineer James Krumwied with Kennedy/Jenks Consultants monitors the testing process for the new pumps.



5-minute shower timers can cut your water bill

If everyone in the United States could manage to use just one less gallon of water per shower every day, we could save some 85 billion gallons per year. How do you do it? By keeping the shower pressure lower or by making your showers a few seconds shorter.

If you time your shower and keep it under five minutes, you'll save up to 1,000 gallons a month!

Need help? Skagit PUD has FREE five-minute shower timers available for customers at our main office. Just stop in and ask for yours and start saving water and money today.

Taste & Odor

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produce oxygen and provide spawning habitat for fish.

Fortunately, for PUD customers, these earthy or musty odor events are temporary in nature, usually disappearing entirely when

the temperature of Judy Reservoir changes.

The by-product that causes the odor is not harmful, nor will it affect normal water usage.

Please feel free to contact Skagit PUD if you have questions about the quality of your water.