



Northwest Water Systems
360-876-0958
www.nwwatersystems.com

Planning- Management- Engineering
PO Box 123
Port Orchard, WA 98366

Office Hours:
8am – 4pm



A division of Northwest Water Systems
360-779-9335
www.duckworthpump.com

Dear Valued Client,

The staff at Northwest Water Systems hopes that you had a wonderful Holiday season and would like to wish you a Happy New Year! 2023 was another year of growth for Northwest Water Systems! We continue to work with over 800 individual water systems, in addition to monthly system operations and repairs many of these we provide utility billing, financial management and engineering & planning services.

We have several updates for the New Year:

- **ACH-** Due to the cost increase from our payment processor, we are no longer able to offer ACH as a free service to our customers. As of January 1st, 2023, there will be a 4% fee to process each payment. If you wish to opt out of ACH going forward, please contact our office to cancel.
- **Census Update Requirement** -You may have received an annual customer census request from our office. This is **required** for NWS to effectively manage your water system. It is necessary for us to complete cross connection and **Lead and Copper** surveys, **WFI** updates and much more. Please make sure this information is up to date with the NWS office.

This information is also necessary if you use our Rapid notification (RNS) service. If NWS provides utility billing for your system, we already have the current information. ***NWS does not share any customer information.***

- **Company Directory-** Included is an updated NWS company directory so as you have questions you will know who to contact.
- **Consumer Confidence Reports (CCR)**– All Group A community water systems are required to have CCR reports completed annually for the compliance year of 2023 by July 1st, 2024. CCR Reports will be posted on our website. We will email a copy for you to deliver to the customers on your water system, if you prefer NWS to mail these to the customers on your system, please let us know ASAP.

This year you will also have a form to complete and return to our office certifying that these were delivered to the customers on your water system.

- **Contact update**– Please complete and return the attached contact update sheet.

Water system contact and billing information can now also be updated on our website at:
<https://www.nwwatersystems.com/water-systems>

- **CPI-** The 2024 annual increase is **3.6%** as of February 1st.

- **Department of Ecology-** You may now notice your system has Department of Ecology Requirements. If you have any questions regarding these requirements and how they affect your water system, please contact Savi@nwwatersystems.com
- **Invoices-** Please make sure your invoices are paid on time. All invoices will have late fees assessed at 5% at 30 days, with a minimum of \$5.
- **Lead and Copper Rule Revision (LCRR)** - handed down from EPA to DOH went into effect, December 2023. Please view <https://www.nwwatersystems.com> to read and review the details regarding the new regulatory requirements.
- **Lead service Line Inventory-** is due by October 2024 for all Group A Community and Non-Transient Non-Community (NTNC) Water Systems. Each homeowner will be receiving a Survey to fill out and return to NWS.
- **Utility billing services** – The door knocker rate has increased to \$50 plus postage/travel as needed.
- **Water Use Efficiency Reports (WUE)** – All Group A community water systems are required to have WUE reports completed annually for the compliance year of 2023 by July 1st, 2024. If you have any water usage that NWS is unaware of (fire hydrants, filling trucks, leaks, flushing, etc.) please contact Stephanie at: Stephanie@nwwatersystems.com with information. This is helpful information that can be noted in the reporting.
- **WQMS** –Water quality monitoring schedules. Please be aware of what samples are due annually for your water system. Please take a look at these reports on The Department of Health office of drinking water website at: <https://fortress.wa.gov/doh> These are updated each Spring and throughout the year as needed.

Thank you for your continued efforts in keeping your water systems in compliance with The Department of Health

Northwest Water Systems, Inc.

NWS Services Offered:

Management Services

- Regulatory compliance water sample collection
- Operation and maintenance of system components including water treatment systems
- Repairs and oversight
- System upgrades, technical advisory and project management
- Meter reading
- Consumer Confidence Reporting and public notification
- Water Use Efficiency Reporting
- 24-Hour Emergency Response and On-Call services

Cross-Connection Control Services

- Policy, Program, and Backflow Incidence Response Plan Setup
- Commercial & Residential hazard identification
- On-going support for systems of all sizes
- Annual testing program tracking and notification
- Annual Summary Reporting to DOH

Planning Services

- Small Water System Management Programs (SWSMPs) and Water System Plans (WSPs)
- Utilities and Transportation Commission (UTC) Rate Cases
- Capital Improvement Programs
- Reserve and Rate Studies
- Assistance with Funding through USDA and DWSRF
- Project and Construction Management
- Water Right Assistance

Engineering Services

- Emphasizing Projects for Small Systems (1-3,000 connections; private, Group B, and Group A)
- Source Approval
- Distribution System Designs
- Capacity Analysis
- Water Treatment: Iron, Manganese, Arsenic, PFAS, chlorination, corrosion control, etc.
- System Evaluations
- Reservoir Evaluations
- GIS Mapping
- As-Build Drawings

Visit our website at www.nwwatersystems.com
or simply scan the image below!



NWS Services Offered:

Utility Billing Water/Sewer/Annual Dues

- We follow **YOUR** billing policies.
- System has option to utilize electronic statements and payments for customer or physical billing statements with return stub & envelope included.
- Read meters and input the data, if required and contracted to do so.
- Process customer payments and deposit directly into water systems account.
- Calculation of penalty &/or service charges, dues, etc.
- Preparation and mailing of customer billing statements.
- Aging receivables statements.
- Water service suspension, assist with lien filing, etc. Allowable per billing policies & by-laws.
- For your customer's convenience, we provide a reliable, consistent point of contact for questions regarding account status, payment issues, etc.

Ecology Requirements

- Gather required data and submit to Department of Ecology on your behalf. Tailored to your specific system needs.
- Source meter reading and recording, static water level measurement, Collect annual samples for ecology standards.

Financial Management / Accounting Services

- Maintaining a system checking account at a financial institution of NWS' choosing with a stated intent to minimize expenses associated with the maintenance of this account.
- Management of Accounts Payable up to a specified authorization limit.
- Paying water system bills.
- Keeping a set of financials utilizing QuickBooks, which are available to the water system upon request and/or at a specified time interval.
- Pre-tax preparation and submission to a certified Public Accountant prior to final submission to the IRS.

Repair Services

- Water system troubleshooting.
- Water meter installation/repair.
- Water main leak repair.

Like us on Facebook!



For more information contact:

Harmony King
360-876-0958 ext. 102
harmony@nwwatersystems.com



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Fax 360-876-4196
harmony@nwwatersystems.com



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Request for Current Contact Information: _____
Water System Name

Water System Federal ID# (if applicable) _____

Current active number of connections on Water System: _____

NWS would like to make sure that we have the correct & current contact information for the owner, primary and secondary point of contact for the Water System. Please complete the form below and return to Northwest Water Systems immediately. Please complete both pages.

Water system contact and billing information can now also be updated on our website at: <https://www.nwwatersystems.com/water-systems>

WATER SYSTEM OWNER INFORMATION

Name: _____

Title: _____

Street Address: _____

City, State, Zip: _____

Email: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____

WATER SYSTEM PRIMARY CONTACT INFORMATION

Name: **(Primary)** _____

Title: _____

Street Address: _____

City, State, Zip: _____

Email: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____

PLEASE RETURN TO NORTHWEST WATER SYSTEMS OFFICE BY MAIL EMAIL OR FAX

WATER SYSTEM SECONDARY CONTACT INFORMATION

Name: (Secondary) _____

Title: _____

Street Address: _____

City, State, Zip: _____

Email: _____

Home Phone: _____ **Work Phone:** _____

Cell Phone: _____

WATER SYSTEM BILLING CONTACT INFORMATION (treasurer, etc.)

Name: _____

Title: _____

Street Address: _____

City, State, Zip: _____

Email: _____

Home Phone: _____ **Work Phone:** _____

Cell Phone: _____

Primary party responsible for treatment system operation & maintenance (If your system has treatment)

Name: _____

Title: _____

Email: _____

Home Phone: _____ **Cell Phone:** _____

Secondary party responsible for treatment system operation & maintenance (If your system has treatment)

Name: _____

Title: _____

Email: _____

Home Phone: _____ **Cell Phone:** _____

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We are available 24/7/365 by calling 360-876-0958: regular office hours are Monday through Friday, 8:00am to 4:00pm; and a staff member is on call for any after-hours emergency.

- Todd Krause: President/Owner, WDM2, BTO, CCS, PE || Manages all business operations, service problems or concerns.
todd@nwwatersystems.com

Duckworth Pump & Well Services:

- Glenn Prindle: L&I Specialty Electrician EL01, Pump Specialist, Maintenance & Repairs || glenn@duckworthpump.com
- Mat Ten Elshof: Assistant Pump Specialist, Maintenance & Repairs || mat@duckworthpump.com
- Savi Newman: Duckworth Operations / IT Specialist. || savi@duckworthpump.com Ext. # 114

Engineering & Planning:

- Chip Roth: Design Engineer || chip@nwwatersystems.com
- John Devitt: Design Engineer || john.d@nwwatersystems.com Ext. # 107
- Lydia Bower, PE: Lead Engineer/Supervisor || lydia@nwwatersystems.com Ext. # 108
- Phillip Thomas, PE: Design Engineer || phillip@nwwatersystems.com Ext. # 118
- Raleigh Haneline: Design Engineer || raleigh@nwwatersystems.com Ext. # 109
- Ryan Frank, PE: Design Engineer || ryan@nwwatersystems.com Ext. # 110

Meter Reading Staff:

- Jennifer Ramsey: Lead Meter Reader, Field Tech. || Directly serves systems onsite: water sampling, meter reads, maintenance, etc. jennifer@nwwatersystems.com
- Kelly Braun: Meter Reader || service meter reads onsite. kelly@nwwatersystems.com

Projects & Repair Staff:

- Aaron Villarreal: Inventory Specialist/ Repairs Coordinator || aaron@nwwatersystems.com Ext. # 119
- Taylor Yost: Repairs Specialist || taylor@nwwatersystems.com

System Management Staff:

- Bridget La Salle: Receptionist || bridget@nwwatersystems.com Ext. # 117
- Cynthia Whiteman: Water Quality Coordinator/Cross-Connection || cynthia@nwwatersystems.com Ext. # 112
- Debra Vance: Utility Billing Assistant || debra@nwwatersystems.com Ext. # 103
- Harmony King: Marketing & Communications, Contracts, Office Support || contact & system updates, contract negotiation, info requests, etc. || harmony@nwwatersystems.com Ext. # 102
- Kathe Hoag: Accounting Assistant || kathe@nwwatersystems.com Ext. # 106
- Kim Henry: Utility Billing Assistant || kim@nwwatersystems.com Ext. # 115
- Linda Martin: Utility Billing Assistant || linda@nwwatersystems.com Ext. # 111
- Melissa Cox: Water Quality Coordinator Assistant || melissa@nwwatersystems.com Ext. # 104
- Stephanie Yount: Utility Billing Supervisor/Water Use Efficiency || stephanie@nwwatersystems.com Ext. # 105
- Susan Robbins: Lead Accountant/Human Resources || Responsible for water system Financial Management; system management & engineering services invoice questions. susan@nwwatersystems.com Ext. # 101

System Operations Staff:

- Andrew Gray: Field Tech || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
andrew.g@nwwatersystems.com
- Brittany Eisel: Field Tech. WDM2 || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
brittany@nwwatersystems.com
- Jacob Cohen: Field Tech. || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.,
Jacob@nwwatersystems.com
- Jennifer Ramsey: Field Tech. || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
jennifer@nwwatersystems.com
- Jesse Conwell: Field Tech || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
jesse@nwwatersystemes.com
- Jordan Barton: Field Tech. || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
jordan@nwwatersystems.com
- Kai Couch: Field Tech. || Directly serves systems onsite: water sampling, meter reads, maintenance, etc. kai@nwwatersystems.com
- Kevin Odegard: General Manager/Operation Supervisor, WDM3, CCS, WDS, WTPO1, BAT, L&I Specialty Plumber/ Electrician PL03, EL03 || Manages field technicians and responsible for all water system technical operations.
kevin@nwwatersystems.com Ext. # 113
- Michael Huber: Field Tech || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
michael@nwwatersystems.com
- Quinten Lincoln: Field Tech WDM1 || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
quinten@nwwatersystems.com
- Rachel Betancourt: Tech Coordinator || rachel@nwwatersystems.com Ext. # 120
- Raymond Brandt: Field Tech || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
raymond@nwwatersystems.com
- Sean Burns: Assistant Operations Supervisor, WDM2, WTPO1, CCS. || Directly serves systems onsite: water sampling, meter reads, maintenance, etc. sean@nwwatersystems.com
- Steve Hansen: Field Tech, WDM2, CCS BAT. || Directly serves systems onsite: water sampling, meter reads, maintenance, etc.
mail4hansen@yahoo.com