



Water Responsibility

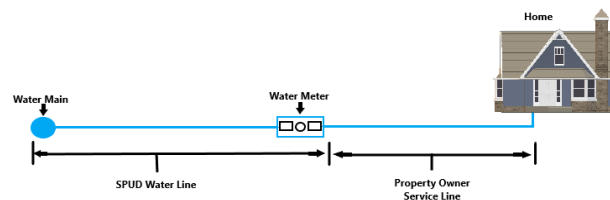
A partnership exists between the district and its customers, one which carries a responsibility for each along the delivery system. The purpose of this information and picture below is to call attention to where the lines of responsibility begin and end.

District Responsibility

The district is responsible for water quality, maintenance, and operation of the system from the source to the end of the distribution network. The distribution ends where the water meter connects to the property's service line.

Customer Responsibility

The water usage responsibility shifts to the customer once the water passes through the meter and enters the property's service line. To comply with water quality, the district may also require a property owner to install a backflow prevention system on the property side of the meter. This helps the property owner meet the obligation of not cross-connection a non-potable water source with the district's potable water supply. Customers should also ensure they have a ¼ turn water shut off valve inside their home as well as a pressure reducing valve.



Snoqualmie Pass Utility District requires that all homes have:

- A ¼ turn ball valve for property owners to turn the water off when the dwelling is vacant for extended periods of time, or in an emergency.
- A pressure reducing valve (PRV) to control the water pressure entering the home. The pressure on the water main can be up to 150 psi, thus you need a PRV to reduce to approx. 70 psi.
- A home may require a backflow device depending on how you use water at the home. Ask District for the Cross Connection Control Survey form to determine this.
- An expansion tank on your hot water heater would also be recommended.

All homes have water meters with radios so that the usage can be monitored remotely by the District and by the home owner. It is an easy process to register your account online and start monitoring the water usage to ensure you do not have leaks. Please see the next page for instructions.

Below are examples of pressure reducing valves (PRV's)





Below is an example of a ¼ turn ball valve used to shut water off to home.



Below is an example of a backflow device that may be required in some homes.



How can I be responsible with my own water?

Water Usage Portal

Snoqualmie Pass Utility District offers customers access to view their own water meter online. The system allows you to monitor and be responsible for your own water usage. Usage alerts and alarms can be set up to detect leaks when the home is vacant.

What we see most often is when someone comes to their home on the weekend, flushes the toilet and then leaves. The toilet continues to run and use water. A running toilet can use up to 200 gallons of water an hour, this is very costly when meters are read, and bills get sent out.

*Please take a few moments and set up your water meter usage account. Be sure you enter your **last name** then **first name** (as it appears on your monthly bill) when you first set up your account.*

1. Water Usage Portal - Water meter portal to view usage. GO TO PORTAL. Click here for instructions.

2. Customer Portal - Please sign in. Email Address, Password, First Name, Last Name. Sign Up button.

3. Customer Portal - Terms of Use and Privacy Policy. Sign Up button.

4. Customer Portal - Set up your account. Email Address, First Name, Last Name. Get Started button.

5. Customer Portal - Set up your account. Need help? Call us at 423-434-6630 or email us at customerservice@spud.org. Email Address, Account Number, Name as it appears on bill, Cell Phone for Text Messages (optional), Password, Confirm Password, Language, Show passwords, Submit button.

6. Customer Portal - Please sign in. Email Address, Password, First Name, Last Name. Sign Up button.

7. Customer Portal - Dashboard showing water usage (400 Cubic Feet), bills, and notifications.

8. Customer Portal - Settings page for Billing Cycle/Usage Alert, Daily Usage Alert, Multi-Day Alert, and Vacation Alerts.

Note: **After you enter your email address, the system will email you - open email and click the link then complete the info shown in step 5.

Footer: Snoqualmie Pass Utility District | 423-434-6630 | 423-434-6630 | 423-434-6630