DID YOU KNOW?

School Field Trips
Did you know that Skagit PUD offers school group tours of Judy Reservoir, the Water Treatment Plant and a visit to a stream within the watershed?

Transportation reimbursement is available for schools served by Skagit PUD water, and includes the bus driver fee plus mileage. The tour is recommended for students ages nine (4th-grade) and up. The program focuses on an exploration of water’s role in our environment and society, with an emphasis on the importance of a safe and reliable water supply.

Large school groups visiting the Water Treatment Plant should plan for 1.5 – 2 hours.

For more information about the Judy Reservoir tour, please visit our website at SkagitPUD.org or call (360) 848-4477.

A view of Judy Reservoir and beyond from the Cultus Mountain watershed. The Judy Reservoir System provides water to customers living in the Burlington, Mount Vernon and Sedro-Woolley areas.

Letter From the General Manager

Since 1936, Skagit PUD has committed to providing safe and reliable utility services to meet the current and future needs of Skagit County residents. As the largest water purveyor in Skagit County, we have a responsibility to serve our customers, but also to manage the water resources that have been placed in our trust. We strive to be a responsible steward of those resources by being a customer-focused, forward-looking, and fiscally responsible utility.

The PUD recently went through a strategic planning process. We received a tremendous amount of valuable input from a broad range of people that helped determine plan objectives. Our local partners and employees were surveyed for their insights and a Strategic Planning Committee comprised of staff from all of our departments was created to help direct and guide the process.

Skagit PUD’s 5-year Strategic Plan establishes our strategic objectives in three main areas:

1. Customer-Focused Services (Water, Telecom, Sewer)
2. Communication with the Public and Partners.
3. Internal Operations, Communication, and Organizational Development.

The focus of the Strategic Plan is on the short-term horizon to help guide decisions that will define our organization going forward. The challenges that we face in Skagit County are similar to many of the challenges facing Washington State and the nation. Water system planning, aging infrastructure, increasing rates, strong communications, and hiring and retaining a high quality workforce are many of the complex issues we will address during this planning horizon.

It is critical for our organization to have a clear vision of where we want to be and a commitment on how we intend to get there. The completion of this Strategic Plan is the first step in outlining our commitments, and developing an implementation plan to achieve our strategic objectives.

Our team is excited about the challenges and opportunities that will result from the Strategic Plan, and we are eager to realize the continuous quality improvements coming to Skagit PUD.

A copy of the strategic plan is available on our website at SkagitPUD.org

—George Sidhu, P.E.
Serving our customers means more than just providing reliable, high-quality water services at an affordable price. It also means caring for our community.

As your public utility, Skagit PUD is committed to building strong and vibrant communities, improving quality of life, and making a positive difference where we live and work. Every year, Skagit PUD and its employees invest thousands of dollars to improve communities and help families in need.

But giving back to the community means more than just making financial contributions. We also:

• Mentor young people in career opportunities.
• Provide volunteer hours for local efforts.
• Help families in need during the holiday season.
• Partner with local non-profit organizations to deliver services and programs.

Our commitment to the community is based on our clear vision of being a socially responsible organization making a tangible difference in the communities we serve.

We are proud of the work we do in our communities and will continue to play our part to ensure the long-term vitality of each of the communities we service.

### Ignoring Drips and Leaks Can Cost You Money

Have you identified a leak in your plumbing system? Sometimes a leak can be identified by the sound of running water or by a constant damp area; however, sometimes the only way to become aware of it is to notice an increase in the water usage that could sharply increase your water bill.

The vast majority of high bills are due to hidden or ignored water leaks. In the case of some significant leaks, once the leak is repaired, you may qualify for a leak adjustment. To be eligible for an adjustment, you must make timely repairs and meet certain criteria, such as:

• You haven’t received a prior leak adjustment at your service address within a 12-month period.
• The leak that caused the high consumption has been repaired.
• Have proof of repairs; such as receipts for labor, parts, or equipment.

For more information, please call Customer Service at (360) 424-7104.

Left: Leaks in your system can cause property damage, waste thousands of gallons of water, and cost you money.