DID YOU KNOW?

We’ve Made it Easy to Simplify Your Life
Skagit PUD’s online bill payment can make your life simpler. Easily create an online account at SkagitPUD.org. View and pay your water bills anytime on any device.
Using Skagit PUD’s customer account portal, you can link and pay multiple accounts, view your billing history, and set up automatic payments.
The online program provides a more convenient payment option and helps customers avoid late fees by offering 24/7 access to view their account information and/or pay their bill.

Pay

Sign Up for Paperless Billing
Skagit PUD now offers paperless billing, too. It’s fast, secure, and convenient. Paperless billing is an easy way to receive your statement, and it clears the clutter of paper bills. You’ll receive an email alert when your statement arrives.

COVID-19 Customer Support
Skagit PUD is committed to keeping our customers connected to essential services during the COVID-19 pandemic. If you are experiencing financial hardship as a result of the COVID-19 pandemic, you may be eligible for support, including long-term payment arrangements or bill assistance.
Our customer service team is available to help. Please call (360) 424-7104, Monday - Friday, from 8 a.m. to 5 p.m.

7 Steps to Avoid Frozen Pipes
Prevent Expensive Repair Bills This Winter Season

Frozen and burst water pipes can ruin your whole day. The best strategy in combating the cold winter months is a defensive one. By taking preventive measures to winterize your homes, you can not only save money but also save water and reduce energy usage.

1. Know what areas of your home—like basements, crawl spaces, unheated rooms, and outside walls—are most vulnerable to freezing.
2. Search for pipes that are uninsulated or pass through unheated areas. Wrap them with pipe insulation available at hardware stores.
3. If you have heat tape installed on exposed pipes, make sure the tape is still operational and installed according to the manufacturer’s specifications.
4. Everyone in your household should know where the main water shut-off valve is. Check the shut-off valve annually to make sure it’s working properly. If a pipe freezes or bursts, shut off the water immediately.
5. Covering or wrapping your outdoor faucets is a simple job that can save you a significant expense, both in water and plumbing fees.
6. Turn off and drain irrigation systems.
7. If no one is home for an extended period during extreme winter weather, consider turning off your main valve altogether and hiring a plumber to drain your system. That way, if your furnace quits working, there will be no water in your pipes to freeze.

Frozen Pipes
If a pipe freezes, it’s essential to be prepared. Don’t wait for nature to take its course. Thaw the pipe as soon as possible or call a plumber for help. If you thaw the pipe yourself, shut off the water, or test the shut-off valve. You don’t want water suddenly gushing from the line when it thaws.
Remember: When thawing, slower is better. Pipes warmed too fast may break. A hairdryer trained at the frozen area of the pipe is appropriate. A blow torch is not.
Budget for Uncertain Times
Big Projects Moving Ahead in 2021

One year ago, Skagit PUD had just completed a cost-of-service analysis and water utility rate study, adopted a 10-year capital improvement plan (CIP) and financial plan, along with the budget for 2020.

The PUD started 2020 with positive financial growth until March, when everything changed with the COVID-19 pandemic. Since then, the months have brought uncertainty, challenges, and change as the utility adapted to the pandemic’s impacts.

COVID-19 interrupted but didn’t stop all activity. The PUD continued to implement its strategic objectives and capital plan that were adopted last year. With over 650 miles of pipe in the ground, the PUD continues to expand programs that inspect and maintain valves, pumps, and hydrants throughout the water system. We’ve invested in leak detection equipment to help identify water loss. Skagit PUD promotes conservation measures to provide as much capacity as possible and to maximize our existing infrastructure, which enables the utility to delay costly expansion projects as long as feasible.

The proposed 2021 budget continues with high priority projects identified in the CIP and financial plan. The most considerable portion of next year’s budget is for major capital projects. The largest project is the Judy Reservoir to Mount Vernon transmission line, a multi-year project to replace over five miles of 36-inch pipe with a $16.2 million budget in 2021.

Approval Process
Skagit PUD’s budget process occurs in three stages: Proposed Budget, Work Sessions, and Adopted Budget. The Proposed Budget was submitted to the PUD’s Board of Commissioners at a public hearing on October 13.

During work sessions that follow the public hearing, Board members can direct further modifications to the budget. The Adopted Budget incorporates any changes and is binding at the onset of the 2021 calendar year.

To continue providing safe, reliable, and clean drinking water while maintaining and replacing the PUD’s existing assets, a rate increase of 5% or approximately $2.70 per month for the typical residential customer is proposed for 2021.

The 5% rate increase would affect all bills generated on January 1, 2021, and thereafter.

A copy of the 2021 proposed budget is available online at SkagitPUD.org.

New Incentive Program Helps Pay for Backflow Devices
Skagit PUD is pleased to announce its new Cross-Connection Control Incentive Program that provides eligible customers with financial assistance when installing backflow prevention devices at an existing water service.

It’s logical to assume that because water is always under pressure, it can only flow in one direction. However, sometimes it can flow oppositely from its intended path, and when it does, it can cause disastrous results. Water will always flow toward the point of lowest pressure.

When plumbing is connected to the potable water supply and connected to piping carrying another fluid or gas, such as an air conditioner containing chemicals to kill algae, the contaminant could be drawn back into Skagit PUD’s water mains. A garden hose submerged into a hot tub or swimming pool, or inserted into your car’s radiator to flush out antifreeze, or attached to a fertilizer sprayer, could siphon these contaminants back into the water mains. Lawn irrigation systems can also pose a risk hazard due to bacterial or chemical contaminants found on lawns. Incidents such as these have been documented throughout the country and have happened all too often.

Fortunately, backflow from a cross-connection can be prevented. Skagit PUD’s Cross-Connection Control Program protects the water system from contaminants by ensuring that customers have correctly installed and maintained backflow prevention devices.

Applying to Skagit PUD’s incentive program is as simple as a phone call. A lump-sum reimbursement is provided to customers upon successful installation, testing, and submittal of required cost documentation. For more information, please contact Cross-Connection Control Coordinator Courtney Shilling at (360) 848-2138 or shilling@skagitpud.org.