

December 1, 2023

RE: 2023 Customer Newsletter

To Our Valued Customers,

As your wastewater provider, our commitment to you is to provide safe, reliable, and cost-effective sewer service. Every day, we work hard to uphold this commitment. We would like to take this opportunity to update you on recent activities at Emerald Valley Wastewater Company.

Capital Improvement Highlights

To improve wastewater service and maintain regulatory compliance, we continue to implement capital improvements at Emerald Valley Wastewater Company including:

- **Collection System Improvements** – Reducing inflow and infiltration (I&I) is both a goal and a regulatory requirement for the system. Sewers were inspected and smoke testing performed to identify potential I&I issues. Repairs were made to the collection system to help reduce I&I and improve system performance.
- **Lift Station Improvements** – Improvements were made to both lift stations to improve performance and enhance reliability.
- **Treatment Plant Improvements** – Site improvements were made to treatment plant site and plant capacity evaluations were initiated to ensure current and future growth within the community is adequately planned for.

Rate Adjustment

To cover continued system capital improvements and operating cost escalations, a rate increase will take effect on January 1, 2024. We appreciate your understanding as we continue to improve and manage Emerald Valley Wastewater Company.

Payment Methods

Payment methods include checks, recurring AutoPay with ACH or debit/credit card through the online Customer Portal, or “Quick Pay” payments with debit/credit card through the Customer Portal.

Online Bill Pay

To create a Customer Portal to pay online, please visit the Emerald Valley Wastewater Company webpage on our website. After doing so, click "Pay My Bill. To register for a new account,

select "Don't have an account? Register here" and enter your account number, confirm your name and service address, and create a username and password.

Mailing Address

As a reminder, our mailing address has changed as of July 1, 2023. Please send all payments to the below address.

Emerald Valley Wastewater Company
PO Box 94154
Seattle, WA 98124

From the entire team at Emerald Valley Wastewater Company, we thank you for the opportunity to serve you.

Sincerely,
Emerald Valley Wastewater Company