



THREE LAKES WATER ASSOCIATION

Member Newsletter • 2026

OUR MISSION

Deliver safe drinking water, efficiently and reliably to members at a reasonable cost

MESSAGE FROM YOUR BOARD OF TRUSTEES

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Our priority has been to continue the reliable delivery of safe water to your homes and businesses and we have done so despite many challenges. Our attention is turning to efficiencies and long-term sustainability. Since the new board was seated this past October, we have advanced an agenda to modernize Association policies, leverage technology for efficiency, improve financial controls, and repair gaps in maintenance of the infrastructure. Several of these items are highlighted in the “new chapter” section that follows. In the near term you will be hearing of the need to modernize by-laws to bring them up to date with current laws and remove obstacles to achieving efficiencies such as using digital communication methods. We will require your support to do so. *If you have an interest in serving as a Trustee or have any questions, please feel free to raise them by sending a message to president@3lwa.org*

Respectfully,

Three Lakes Water Association Board of Trustees

A NEW CHAPTER FOR THREE LAKES WATER ASSOCIATION

The Board of Trustees is pleased to announce and welcome Steve Butcher as the new General Manager of Three Lakes Water Association, effective January 1, 2026. Mr. Butcher brings a forward-thinking, efficiency-driven leadership philosophy that aligns closely with the Association’s mission of reliably delivering safe drinking water at reasonable cost to our membership.

Under Mr. Butcher’s leadership, working in close partnership with our dedicated staff and the Board of Trustees, the Association has already begun implementing a series of strategic operational enhancements designed to reduce administrative overhead, modernize member communications, and improve the long-term financial sustainability of the Association. These initiatives are guided by a commitment to fiscal responsibility, operational excellence, and member-centered service delivery.



Key Initiatives Underway

- Email Notifications — Transitioning primary member communications to hybrid mail and digital delivery, reducing postage and printing costs while improving timeliness and responsiveness.
- Postcard Billing — Streamlining billing correspondence to a concise postcard format, lowering per-statement production and mailing costs while maintaining all necessary account information.
- Policies & Procedures Review — Conducting a comprehensive review and modernization of the Association's operating policies and procedures to improve internal efficiency, ensure regulatory alignment, and provide clearer guidance to members.
- Credit Card Payment Acceptance — Evaluating and preparing for the near-term implementation of credit card payment options for member convenience (see additional details below).
- Infrastructure Assessment Program — Proactively scheduling systematic valve exercising, hydrant maintenance, and broader infrastructure assessments to extend asset life and avoid costly emergency repairs.

The Association's leadership remains deeply committed to transparency, responsible stewardship of member resources, and continuous improvement. We look forward to sharing ongoing updates on these and future initiatives as the year progresses.



OUR MEMBERSHIP & SYSTEM OVERVIEW

As of early 2026, Three Lakes Water Association proudly serves 892 member connections across our service area. Our system encompasses 24 miles of distribution piping, two booster pump stations, and a 250,000-gallon steel standpipe — the backbone of reliable water delivery for our community. The Association continues to grow as developer extensions are completed and new service connections are installed.

The prior year's completion of the final phase of asbestos cement main replacement along 171st Ave SE represents a significant milestone — over 25,774 linear feet of aging AC main replaced over the last eleven years, comprising approximately one-fifth of the Association's total pipe length. No main breaks have occurred along replaced segments since completion. Our infrastructure investment program continues to reduce water loss, improve system reliability, and lower long-term maintenance costs.

INFRASTRUCTURE INITIATIVES — PROTECTING YOUR INVESTMENT

Credit Card Payment Acceptance — Coming Soon

The Association is actively working to implement credit card payment capabilities in the near future, expanding on our existing online ACH/autopay options. Accepting credit card payments benefits our members by offering greater flexibility in how they manage their water utility bills, while eliminating the delay associated with mailed check processing.

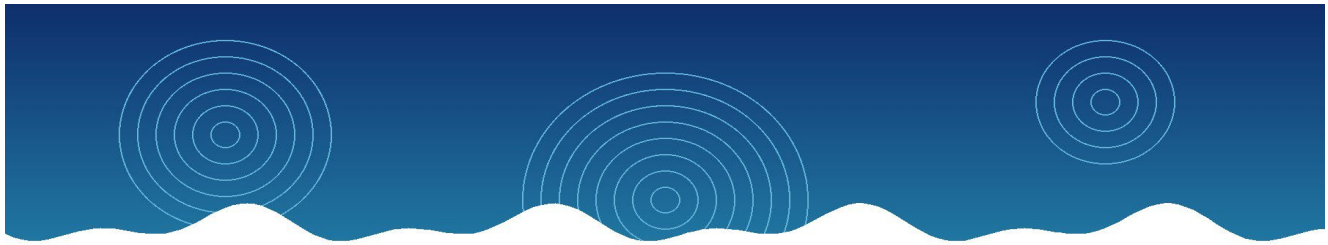
From an operational standpoint, electronic payment options reduce staff time spent on manual check handling, deposit preparation, and returned-check follow-up. Every reduction in manual transaction processing translates directly to lower administrative overhead — savings that contribute to the Association's ability to maintain rates at the lowest practical level. Members will be notified via email and the Association website (www.3lwa.org) when credit card payment acceptance goes live.

Valve Exercising & Hydrant Maintenance Program

In the near future, the Association's field staff will be conducting a comprehensive valve exercising and hydrant maintenance program across the distribution system. This proactive program involves systematically operating each isolation valve and fire hydrant throughout the service area to verify proper function, identify any units requiring repair or replacement, and document current system conditions.

This program is a sound investment in your water system for several important reasons:

- Seized or inoperable valves can make it impossible to isolate sections of the distribution system during a main break or emergency repair, requiring the shutdown of far larger portions of the system and dramatically increasing repair costs, member service interruptions, and water loss.
- Regular operation of valves prevents tuberculation and mineral buildup that causes valves to fail over time. A valve exercised annually costs a fraction of the expense to replace a failed valve requiring excavation and emergency repair.
- Properly functioning hydrants are critical for fire suppression capability throughout our service area. Identifying and remediating deficient hydrants before they are needed in an emergency is an essential safety obligation.



- Systematic documentation of valve and hydrant conditions provides the data foundation for long-term capital planning, allowing the Board to make informed, prioritized replacement decisions rather than reacting to unexpected failures.

Members may notice staff vehicles working in the area during this program. You may also experience brief periods of slightly discolored water following valve or hydrant operation, as sediment can be temporarily disturbed. Running an outside hose bib for a few minutes will clear any discoloration. We appreciate your patience and understanding as we work to maintain and enhance your water system.

Infrastructure Assessments & Ongoing Maintenance

Beyond valve and hydrant maintenance, the Association is expanding its proactive infrastructure assessment activities to include:

- Pressure monitoring and system hydraulic analysis to identify areas of potential concern and optimize pump operations.
- Corrosion control inspections on the steel standpipe and associated appurtenances to ensure structural integrity and maximize service life.
- Easement and right-of-way clearing assessments to ensure unobstructed access for emergency response and routine maintenance.
- Service line condition assessments targeting areas with aging infrastructure to support long-range capital improvement planning.

Proactive maintenance is consistently more cost-effective than reactive emergency response. Every dollar invested in planned maintenance and early detection of infrastructure issues avoids multiple dollars in emergency repair, water loss, and service disruption costs — directly benefiting every member of the Association.

2025 WATER QUALITY ANALYSIS — CITY OF EVERETT CONSUMER CONFIDENCE REPORT

Your Water Source: Spada Lake Reservoir

Three Lakes Water Association purchases treated, finished drinking water from the City of Everett Utilities Division. Everett's primary water source is Spada Lake — a pristine mountain reservoir located in the upper Sultan River watershed in the Cascade Mountains near Sultan, WA. The reservoir is managed by Snohomish County PUD and is protected within a carefully managed watershed. Everett processes this source water at its treatment facilities before delivering it to customer systems, including Three Lakes Water Association, through an extensive regional distribution network.

The Association completed its 28th Annual Water Quality Report in 2026, reporting on 2025 monitoring data from the City of Everett. The City tested more than 175 substances during the year; those detected were found at levels well below applicable state and federal drinking water standards. The full Consumer Confidence Report is available for download on the City of Everett website. Paper copies are available upon request — please contact the office.

Regulated Contaminants Detected — 2025 Results

Parameter	MCLG (Goal)	MCL (Limit)	Range	Average / High	Compliant?
Total Coliform Bacteria	0%	5% pos./mo.	None	0%	YES
Fluoride	2 ppm	4 ppm	0.2–0.7 ppm	0.6 ppm	YES
Free Chlorine Residual	4.0 ppm	4.0 ppm (MRDL)	0.3–1.0 ppm	0.7 ppm	YES
Haloacetic Acids (HAA5)	N/A	60 ppb	25–51 ppb	41 ppb	YES
Total Trihalomethanes (TTHM)	N/A	80 ppb	22–81 ppb	49 ppb	YES
Turbidity	N/A	TT (0.3 NTU)	100%	0.04 NTU (highest)	YES

All regulated contaminants were detected at levels in full compliance with Washington State Department of Health and U.S. EPA drinking water standards. TTHM and HAA5 results represent the highest locational running annual average from eight monitored locations across the Everett distribution system.

Lead, Copper & pH — 2024 Sampling Results (Reported 2025)

Parameter	MCLG (Goal)	Action Level	90th Percentile	Homes Over AL	Compliant?
Lead	0 ppb	15 ppb	4 ppb	2 of 109 (1.8%)	YES
Copper	1.3 ppm	1.3 ppm	0.080 ppm	0 of 109 (0%)	YES
pH	Daily Avg ≥7.4	—	Avg 7.6	Min 7.1 (1 day below target)	YES

Lead and copper monitoring was conducted as a regional group by Everett and its wholesale customer systems in 2024. No lead service lines were identified in Everett's 2024 service line inventory. Results indicate that lead and copper levels in the source water entering



the distribution system are essentially non-detect — any trace presence at the tap is attributable to interior household plumbing, not the water supply itself.

IMPORTANT NOTICE REGARDING LEAD IN DRINKING WATER

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. When your water has been sitting for several hours, you can minimize potential exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. For more information, contact the Safe Drinking Water Hotline at 1-800-426-4791 or visit www.epa.gov/safewater/lead.

Voluntary Monitoring Data — 2025

Parameter	Range Detected	Average
Alkalinity (as CaCO ₃)	13.2–26.1 ppm	17.1 ppm
Aluminum	0.008–0.021 ppm	0.02 ppm
Arsenic	<0.1–0.14 ppb	0.11 ppb
Calcium Hardness (as CaCO ₃)	7.6–14.1 ppm	9.8 ppm
pH (distribution system)	7.7–9.3 s.u.	8.1 s.u.
Sodium	4.9–7.1 ppm	6.0 ppm
Total Hardness (as CaCO ₃)	10.2–15.8 ppm	12.5 ppm

Everett’s source water is notably soft and low in mineral content, reflecting its pristine mountain watershed origin. Total hardness averaging 12.5 ppm (as CaCO₃) is classified as “soft” water, which is gentle on plumbing fixtures and appliances.



YOUR BOARD OF TRUSTEES

Your Board of Trustees meets on the second Tuesday of each month at 6:00 p.m. at the Association office (17503 58th St SE) and via virtual attendance. Board meetings are open to all members and are an excellent opportunity to learn more about your Association, ask questions, and participate in shaping its future.

President	Steve Lefebure — Term expires October 2027
Vice President	Joey Martin — Term expires October 2028
Secretary	Marek Jedrzejewicz — Term expires October 2026
Treasurer	Steve Campbell — Term expires October 2028
Trustee	Heidi Mann — Term expires October 2027
Trustee	John Mannix — Term expires October 2028
Trustee	Steve Heise — Term expires October 2026
Trustee	Open — Term expires October 2026

ASSOCIATION STAFF

Three Lakes Water Association employs a team of dedicated, Washington State Department of Health-certified professionals responsible for all operational, administrative, and field functions of the water system.

General Manager	Steve Butcher — WDM2, CCS (effective Jan. 1, 2026)
Office Administrator / Field Tech.	Seth Way — WDM1, Cross-Connection Control Specialist
Field Tech.	TBD

RATES, BILLING & PAYING YOUR WATER BILL

Current bi-monthly base rates are as follows. These rates were adopted by the Board of Trustees following a comprehensive rate study completed by the Association's contracted engineer, and are designed to sustainably fund both operating expenses and capital improvement reserves.

Share only (0 cf included)	\$72.00 bi-monthly
5/8" meter (0–600 cf included)	\$195.00 bi-monthly
1" meter (0–900 cf included)	\$292.50 bi-monthly
1½" meter (0–1,200 cf included)	\$390.00 bi-monthly
2" meter (0–2,100 cf included)	\$682.50 bi-monthly



Water Use Rates (5/8" meter)

601–1,200 cf	\$3.80 per 100 cf
1,201–1,800 cf	\$4.05 per 100 cf
1,801–2,400 cf	\$4.30 per 100 cf
2,401–3,000 cf	\$4.55 per 100 cf
3,001+ cf	\$4.90 per 100 cf

Members may pay their bill online via autopay or one-time payment at www.3lwa.org, or by mailing a check to the Association office. Credit card payment options are anticipated to be available in the near future — watch for announcement via email and our website. Please ensure sufficient processing time for mailed payments.

A 10% late penalty is assessed on the first business day after the bill due date. Past-due accounts are subject to shutoff notice procedures per the Association's Revenue Policy. The current Revenue Policy is available at www.3lwa.org.

EMERGENCIES, SYSTEM MAINTENANCE & MEMBER RESPONSIBILITIES

If you observe surface water or unusual wet areas near water mains or service connections, please report it promptly to the Association office at (360) 568-8022 or via email at customerservice@3LWA.org. Early detection of leaks helps conserve our essential resource and reduces repair costs.

Members are required to maintain clear, unobstructed access to their meter box at all times — a minimum three-foot diameter around the box and clear access from the road. Meter obstruction fees apply: \$10 for the first occurrence, \$50 for subsequent occurrences within one calendar year.

If Three Lakes Water Association holds a recorded easement on your property, please keep the easement corridor free of fences, structures, landscaping, or debris at all times. Call the Utilities Underground Location Center (1-800-424-5555) at least two business days before any excavation or construction within the easement area.

POLICIES, PROCEDURES & CROSS-CONNECTION CONTROL

The Association's Water Users Policy governs the relationship between each member and the Association and is enforceable under the Association's By-Laws. As part of the new management's comprehensive policy and procedure review, members will be notified of any updates or clarifications as they are adopted by the Board.

Washington State regulations require the Association to administer an active cross-connection control program. All staff members hold current Cross-Connection Control Specialist certification from the Department of Health. Members planning to install irrigation systems or other connections to the water system must contact the Association prior to installation for documentation and inspection requirements.



The Association strongly recommends the installation of a pressure regulating valve (PRV) on all private residential service lines. A properly installed PRV protects interior plumbing and fixtures from pressure fluctuations during system operations. Installation and maintenance of PRVs on member-side plumbing is the responsibility of the individual member.

STAYING CONNECTED

Website	www.3lwa.org
Office Phone	(360) 568-8022
Emergency Line (24/7)	(425) 903-1601
 Facebook	
Office Address	17503 58th St SE, Snohomish, WA
Board Meetings	Usually 2nd Tuesday of each month, 6:00 p.m. Refer to the latest schedule posted on the website.

Thank you for your continued membership and support of Three Lakes Water Association. We are committed to delivering the highest quality water service to our community, and we welcome your questions, feedback, and participation.