



King County Water District 90

Spring 2015

News Articles

Calendar

Board of Commissioner
Meetings (4:30pm)
First and Third
Tuesdays at the
District Office

Commissioners

Byron Murgatroyd
President
Sam Amira
Vice President
Dick Gidner
Secretary

Contact Us

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Darcey J. Peterson
District Manager
Joshua Deraitus
Operations Manager
Anne Paige
Finance Manager

Check out our website at:
www.kcwd90.com

Pay your bill online
or by phone at:
www.kcwd90.com
1 855 984-1191

PAPERLESS BILLING IS HERE



View Bill Online



No Registration Required



Automatic Payments

“Pay-by-Phone” and paying “Online” are services that have been available to King County Water District No. 90 customers since March of 2012. Many Water District customers have taken advantage of these additional payment methods. **The new Pay-by-Phone number is 1.855.984-1191.**

Based on feedback from customers along with a desire to provide a better online payment experience, KCWD90 is changing our third party “online” and “pay-by-phone” service provider. The District has collaborated with Invoice Cloud to provide a simple, secure web site, lower service fees, as well as an outstanding payment experience for our customers. In addition to making payments, reviewing payment history and usage, Invoice Cloud will be able to provide the District savings with paperless billing.

Additional benefits include an extensive customer portal that will provide:

- 24-months of billing and payment history, even if payments were made in cash at the office. This will provide our District customers 24/7 services.
- Secure, encrypted storage of your bank account and/or credit card information
- Ability to sign up for auto-pay, schedule a single payment or create a defined payment schedule.
- Email reminders let you know when your next bill is ready for payment, confirm when your bill has been paid and tell you other important facts about your account like, when your Auto-Pay/Scheduled payment is pending, if your e-check (ACH) rejects, and if your credit card is about to expire (if the credit card is on file).
- Ability to add paperless billing to your account and reduce paper bill clutter.

We believe our new payment system will create an easier way to pay and view your utility bills and payments. This change is scheduled to take place in the middle of May 2015. During the month of April and the beginning of May, the existing “online” and “pay-by-phone” payment system may be temporarily unavailable.

Check out our Website at www.kcwd90.com for further announcements or contact the office at (425) 255-9600, if you have questions.

Savvy Gardener

CHECK OUT OUR FREE CLASS!

WEDNESDAY, JUNE 24: 5:00 – 6:30 PM

Learn How to Create a Beautiful Northwest Garden Using Less Water



Presenter Susie Egan, owner of Cottage Lake Gardens, is a popular local garden speaker who gives talks on shade gardening, native plants, spring, fall, and winter gardening. This talk is on how easy and affordable it can be to create a beautiful and inviting garden that uses less water. Her talk will include water-wise garden design tips on watering more efficiently and a slideshow of her favorite low-water trees, shrubs, and perennials. Be sure to sign up early, as her talks fill up quickly.

Please pre-register for the “free” class by calling
Water District No. 90 at (425) 255-9600 or email info@kcwd90.com



The **Savvy Gardener** class is brought to you by:

Customer Alert

Thieves Posing as Water Utility Workers on the Rise

Incidents in Bayonne, New Jersey, Hillsboro, Oregon and Waco, Texas - No known incidents in WA State
Article written by Kendra Kozen for Public Works 2015 - Posted on March 25, 2015

Water agencies from New Jersey to Oregon are warning customers to be on the alert for thieves posing as utility employees. Most recently, the city of Bayonne, N.J., released a statement, which read, in part:

In the past week, there have been three (3) incidents in the City where individuals claiming to represent the City's water utility company, United Water, have victimized elderly residents in their homes. All three instances occurred in the early afternoon hours, and resulted in the subsequent discoveries of cash missing from the homes. In two of these incidents, the residents were approached while they were shoveling in front of their homes, while in the third incident the resident's doorbell was rung. In all of the thefts, the individuals committing these crimes identified themselves as employees of the water utility, using fabricated United Water ID cards in two incidents.

That announcement followed similar incidents in Hillsboro, Ore., and Waco, Texas. In Oregon, Police issued a warning about two male suspects who gained access to residential water customers' homes posing as utility workers. Business customers in Texas reported being contacted by individuals claiming to be collecting payments from Waco's water department, city water utilities spokesperson Jonathan Echols told the Waco Tribune.

WHAT IF THIS HAPPENS AT KCWD90?

- King County Water District No. 90 personnel will *NEVER* come to your door to request payment.
- District personnel are *NOT ALLOWED* to accept payments in the field.
- KCWD90 staff will arrive at your home in a District vehicle tagged with the District Logo.
- District staff will wear a shirt with District Logo and their name embroidered on the shirt and/or will have employee ID on them or in the trucks.
- Contact the office at (425) 255-9600 to confirm a District employee.