



Before & After Service Outages

The City's transmission lines are part of a regional water supply system that serves about 600,000 people throughout Snohomish County. Their primary function is to carry potable water to City of Everett reservoirs and to deliver water to our customers, from our largest wholesaler to single families. Transmission lines need regular maintenance that requires us to shut off water service to a portion of our customers in the affected area. Customer preparation and water storage is important for the success of these projects.

PREPARING FOR LOSS OF SERVICE

Single-family customers, Group B, and Group A districts without storage may be without Everett water for up to 2 days during transmission line maintenance projects. Our goal is to provide adequate time for customers to prepare. Notification will be provided in advance through mailings, emails and automated calls to our direct customers. We do not notify customers of Group A and Group B districts; however, we are available to assist you with notification materials.

To make sure your contact information is up to date, call the City of Everett Utility Billing office at **425-257-8999**. Visit www.everettwa.gov/water for the latest project information.

Planning Your Water Needs

The average person uses more than 80 gallons of water per day. In addition to drinking water, water is also needed for household and sanitary uses.

In preparation for loss of service, consider how you use water for daily activities:



Drinking



Cooking



Washing



Brushing Teeth



Flushing Toilets



Animals

Plan to buy or store enough water for your needs, plus some additional water for unforeseen conditions. Start preparing before loss of service by filling bathtubs or large storage containers for toilet flushing and other non-potable uses.

Note that current emergency preparedness guidelines call for 14 days of food and water storage. Always be prepared as a major event (such as a Whidbey Island Fault earthquake) could cause significant interruptions to the Everett Water Supply System.

BRINGING YOUR CONNECTION BACK INTO SERVICE

Single Family Customers

Once you get notice that your water is back on (or you turn on a faucet, and you have water) do the following:

1. Go to an outside hose bib or cold water faucet in the bathtub and let the water run for several minutes until all air is out of the line and the water is clear.
2. Repeat for each individual cold-water faucet inside your home.
3. If you have trouble, questions about service, or concerns about your water or quality, call Everett Public Works Dispatch at **425-257-8821**.

Group A and Group B Customers without Storage

If your distribution system is de-pressurized, drained, or under 20 psi during our shutdown or another event, you may need to provide health advisories to your customers. See Department of Health Guidelines (e.g., *Emergency Response Planning for Public Drinking Water Systems*, DOH Jan 2017, DOH Pub. 331-211; and *Water Shortage Response Plans for Small Public Drinking Water Systems*, October 2008).

If the above conditions exist, water quality sampling may also be appropriate. Call the Department of Health 24-hour hotline at **1-877-481-4901**.

The city's environmental laboratory is capable of analyzing water quality samples for drinking water purity. Sample bottles are available and can be picked up either at the Service Center or at the Waste Water Treatment Plant on Smith Island. There is a nominal fee for these lab services; results are provided within 24 hours. If you need assistance, call our Dispatch/Operator at **425-257-8821** and ask for the Water Quality Analyst on duty.

RESOURCES

Our website is kept up to date with the latest project information. Visit www.everettwa.gov/water.

Questions?

Everett Filter Plant/City Dispatch (24-hour number)
425-257-8821 or **425-257-8200**

Health Concerns?

Washington State Department of Health (24-hour number)
1-877-481-4901
Snohomish County Health District
425-339-5200

Update Your Contact Information

City of Everett Utility Billing office
425-257-8999



EVERETT WATER SYSTEM

3200 Cedar Street
Everett, WA 98201