



**WHITWORTH**  
WATER DISTRICT

**TRANSITIONAL LEADERSHIP IN THE ELECTRONIC AGE**

**TIM MURRELL - GENERAL MANAGER**

**WHITWORTH WATER DISTRICT**

**SPOKANE, WASHINGTON**



## TODAY'S PRESENTATION

- SHARE MY EXPERIENCES – LESSONS LEARNED
- WHAT I DISCOVERED THROUGH THE PROCESS
- ENCOURAGE YOUR INTEGRATION OF NEW TECHNOLOGIES



# LISTENING, LEARNING, AND LEADING

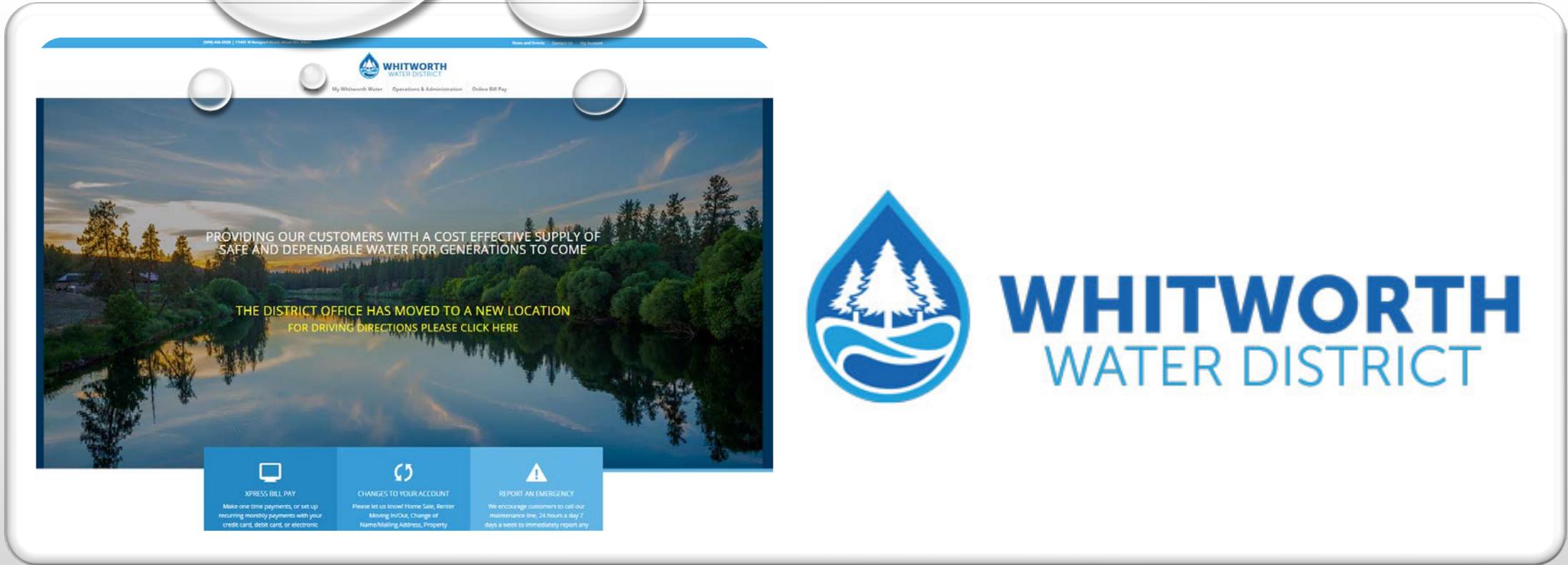
- BOARD OF COMMISSIONERS
- STAFF
- CUSTOMERS





# LISTENING, LEARNING AND LEADING

- **SMALL VICTORIES – THE LOW HANGING FRUIT**
  - **LOW COST TO IMPLEMENT**
    - **FINANCIAL**
    - **HUMAN RESOURCES**
    - **CUSTOMERS**



# LEADING THE WAY WITH IMPROVEMENTS TO TECHNOLOGY

WEBSITE AND BRANDING UPDATES

# THE EASIEST WAY TO PAY YOUR WHITWORTH WATER BILL

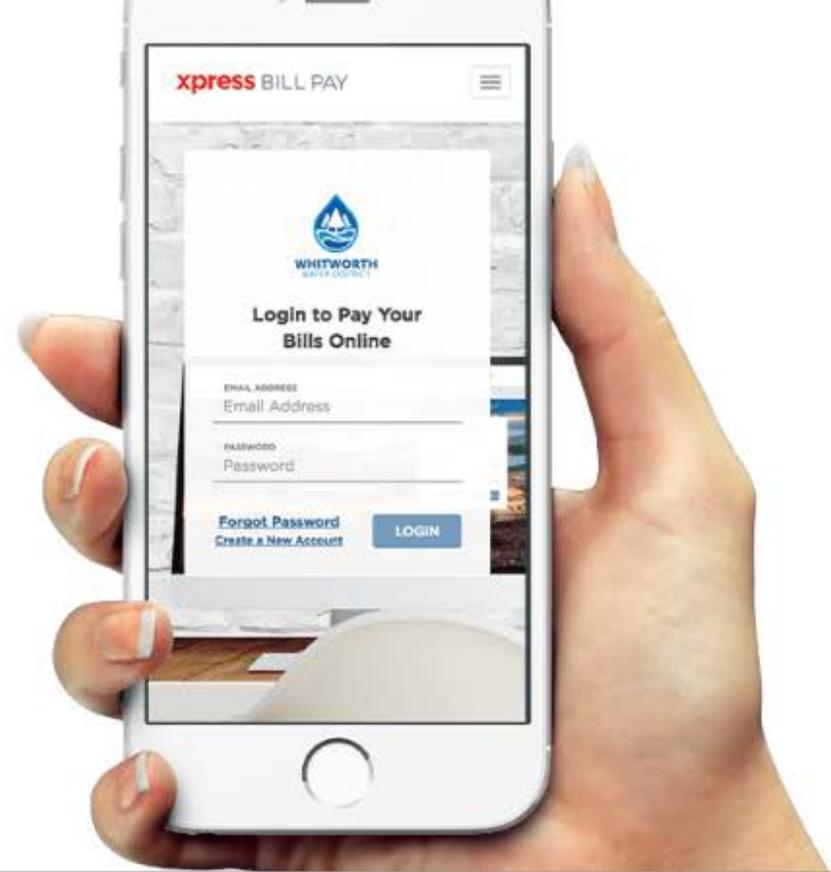
Our new online payment option saves you time and gives you more flexibility in how you pay your bill.

If you have an internet connection and an email address, you can now pay your bill online! It's fast, it's easy, and you no longer have to write a check each month or find a stamp when it's time to send in your payment.

[New User Sign Up](#)

View first-time user instructions [CLICK HERE](#) for assistance with the signup process.

Already have an account? [Access it here >](#)



# LEADING THE WAY WITH IMPROVEMENTS TO TECHNOLOGY

## ONLINE BILL PAY



# TACKLING BIGGER PROJECTS

- LARGER TECHNOLOGICAL UPGRADES
- HIGHER COSTS TO IMPLEMENT
- OBSTACLES TO CHANGE

Contents

- Intertie
- PRV
- Control Valve
- Water Quality Testing Loc
- Hydrant
- System Valve - Normally Closed
- System Valve - Hydrant Valve
- System Valve
- Curb Stop
- Service Connection
- Fitting
- Abandoned Line
- Casing
- Lateral
- Water Main
- Assessments
- Pressure Zone
- Service Area - Current



# LEADING THE WAY WITH IMPROVEMENTS TO TECHNOLOGY

## WEB BASED GIS



**WHITWORTH WATER DISTRICT NO. 2**  
 P.O. BOX 28008 • 10828 N. WAIKIKI • SPOKANE, WA 99228-8008  
 PHONE: (509) 466-0550

BILLING DATE: 12/31/2018  
 ACCOUNT NO: 15-2363.00  
 ADDRESS: 272208 N REGAL RD  
 DUE DATE: 01/31/2019  
 TOTAL DUE: 38.12  
 AMOUNT PAID: \_\_\_\_\_  
 CHECK NO: \_\_\_\_\_

XXXXXXXXXXXXXXXXXXXX  
 OR CURRENT OCCUPANT  
 27208 N REGAL RD  
 CHATTAROY WA  
 99003

**PLEASE DO NOT FOLD OR ATTACH CHECK TO STUB.**  
**RETURN TOP PORTION WITH YOUR PAYMENT**

**BRING ENTIRE BILL WHEN PAYING IN PERSON**

ACCOUNT NO: 815-2363.00  
 SERVICE ADDRESS: 272208 N REGAL RD BILLING PERIOD: 12/01/18 THROUGH 12/31/18

PREVIOUS READING	CURRENT READING	READING DATE	USAGE	
			Current Period	Same Period Previous Year
173,100	173,500	12/18/2018	400	500

**SUMMARY OF CURRENT CHARGES**

PREVIOUS BALANCE: 76.24  
 PAYMENTS RECEIVED: -185.88  
 ADJUSTMENTS / CREDITS:  
 PAST DUE AMOUNT: -109.64

CURRENT CHARGES:  
 20.00 WATER  
 1.06 STATE TAX  
 1.00 BOOSTER ACCOUNT  
 109.64 ASSESSMENT  
 16.06 ASSESSMENT

**TOTAL DUE: 38.12**

IN ACCORDANCE WITH RCW 57.08.081, WATER CHARGES BECOME DELINQUENT 30 DAYS AFTER THEIR BILLING DATE. A 10% PENALTY CHARGE WILL BE ASSESSED ON AN UNPAID ACCOUNT 40 DAYS AFTER IT'S ORIGINAL BILLING DATE.

In order to provide our customers with a continued safe and dependable water supply for generations to come, and to offset increases passed on to us for power, materials, and services, the District needs to raise its water rates effective January 1, 2019. The updated rates and additional information can be found at whitworthwater.com/news-and-events

Read Meets First and Third Thursdays Of Every Month  
 WHITWORTH WATER DISTRICT NO. 2 • 10828 N. WAIKIKI - SPOKANE, WA 99218 • PHONE: (509) 466-0550



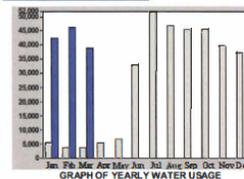
**WHITWORTH**  
 WATER DISTRICT  
 whitworthwater.com

Hours: Monday - Friday 7:30 am - 4:00 pm  
 Billing Questions: (509) 466-0550  
 24 Hour Emergency Service: (509) 466-7511

BILLING STATEMENT	
BILLING PERIOD	03/01/2019 - 03/31/2019
ACCOUNT NUMBER	02-0211.06
CUSTOMER NAME	XXXXXXXXXX
SERVICE ADDRESS	309 E NORDIN AVE
<b>TOTAL AMOUNT DUE:</b>	\$30.00
<b>CURRENT BALANCE DUE BY:</b>	April 30, 2019

**SIGN UP FOR PAPERLESS BILLING AND PAY YOUR BILL ONLINE THROUGH OUR EXPRESS BILL PAY OPTION**  
[whitworthwater.com/online-bill-pay](http://whitworthwater.com/online-bill-pay)

**MONTHLY WATER USAGE**



Current Usage: 38,896 Gallons  
 Previous Year Usage: 3,740 Gallons

**DISTRICT MESSAGE**

Thanks to a billing software upgrade, we are now able to capture monthly water usage within a single cubic-foot (7.48 gallons). Previously, we were only able to read to the nearest 100 cubic-foot. This upgrade will allow for a more precise water reading, and thus, a more accurate billed amount.

**CURRENT CHARGES**

Monthly Water Service Charge 21.00  
 (see website for rate schedule classifications)  
 Volume Charge  
 Tier 1 - (up to 27,000 gallons) 10.26  
 \$3.38 per 750 gallons  
 Tier 2 - (up to 105,000 gallons) 7.50  
 \$3.50 per 750 gallons  
 Tier 3 - (105,000 gallons and above)  
 \$3.61 per 750 gallons

**OTHER CHARGES**

SALES TAX 1.95  
 PREVIOUS BALANCE -10.71  
 CREDITS / ADJUSTMENTS  
 PAYMENTS RECEIVED - THANK YOU  
**TOTAL AMOUNT DUE \$30.00**

PAST AMOUNT DUE NOW: -10.71  
 CURRENT CHARGES: 40.71  
**TOTAL BALANCE DUE: \$30.00**  
 AMOUNT ENCLOSED: \_\_\_\_\_  
 CHECK NUMBER: \_\_\_\_\_

Payment Coupon  
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.  
 CHECKS PAYABLE TO: **Whitworth Water District**

ACCOUNT NUMBER 02-0211.06  
 SERVICE ADDRESS 9 E NORDIN AVE  
 BILLING DATE 03/31/2019  
**CURRENT BALANCE DUE BY 04/30/2019**

REMIT PAYMENT TO:  
 Whitworth Water District  
 17401 N. Newport Rd.  
 Mead, WA 99021

XXXXXXXXXX  
 or Current Occupant  
 309 E NORDIN AVE  
 SPOKANE WA 99218

**LEADING THE WAY WITH IMPROVEMENTS TO TECHNOLOGY PAPER BILL UPDATE**

DocStar® Home Retrieve Capture Workflow Forms Admin 202-0211.06 Search

Workflow: Customer Files WF  
Assignee: jacob@whitworthwater.com  
Workflow Status: Complete

Content Fields

Content Type: Customer Files  
Keywords: SR 40774  
Service Request Number:   
Meter Number:   
Account Number: 202-0211.06  
Service Address: 309 E NORDIN AVE  
Date: 8/31/2009  
Record Category: Operations (72 months)  
Document Type: Service Request  
Security Class: Customer Files SC  
Department:   
Title: Account 202-0211.06  
Save Add Field

WHITWORTH WATER DISTRICT NO. 2  
Date 8/31/09  
Service Request 40774  
Requested By   
Account No.   
Customer Name   
Address   
Phone (H) (W)   
Job Location E. 309 Nordin Ave  
Legal Description   
Appointment Date 8/31/09 Time   
Assigned To Steve Date Comp 8/31/09

**DESCRIPTION OF WORK INCLUDING SAFETY INSTRUCTIONS:**  
Turn off for plumber

**EMPLOYEE COMMENT:**  
off - 1:00  
on - 1:12

**METER INSTALLED:** Old Meter New Meter

LEADING THE WAY WITH IMPROVEMENTS TO  
TECHNOLOGY  
DATA MANAGEMENT



# LEADING THE WAY WITH IMPROVEMENTS TO TECHNOLOGY

WATER USE



# IN SUMMARY

- LISTEN, LEARN AND LEAD
- IDENTIFY LOW HANGING FRUIT AND CREATE SMALL VICTORIES
- BUILD UPON SUCCESSES AND TAKE ON BIGGER PROJECTS
- EVALUATE AND MODIFY

CONTINUE TO LEAD THROUGH TRANSITION

The logo for Whitworth Water District, featuring a stylized blue water drop containing a white silhouette of a forest with three trees and a winding river. The text "WHITWORTH WATER DISTRICT" is positioned below the drop.

WHITWORTH  
WATER DISTRICT

THANK YOU!



**WHITWORTH**  
WATER DISTRICT