

Information Technology Team Keeps Things Flowing



Water and sewer systems need more than a well-maintained network of pipes and pumps to keep things running smoothly.

Shown from left to right: Elaine Jaeger, IT Systems Administrator; Mike Vermeulen, IT Manager; Pat Sutherland, IT Technician; Xiuxia Liu, IT GIS Coordinator

It might be surprising to know just how critical technology is to water and sewer services. Behind the scenes, the Information Technology (IT) Department oversees a wide range of technological systems to ensure Northshore Utility District (NUD) seamlessly delivers services to the community.

For example, the IT department manages the Geographic Information System (GIS) which improves water and sewer utility management through mapping and tracking. The department maintains all the hardware and software used by District employees, monitors system performance, and oversees data storage and backups on an ongoing basis as well as for disaster recovery. The team is also responsible for maintenance of servers and security systems, cybersecurity, application management, troubleshooting, and staff IT support.

IT Manager, Mike Vermeulen oversees the IT Department. He also aids as a backup to the IT System Administrator and IT Technician. Mike joined NUD in March of 2022 and has been employed in the public sector since 2017. Mike has worked in IT continuously for over 25 years.

IT Systems Administrator, Elaine Jaeger maintains, troubleshoots, upgrades, and manages Northshore's software, hardware, and networks. Elaine joined NUD in May of 2019 and has been employed in the information technology field since 2002.

IT Technician, Pat Sutherland has been part of the NUD team since 1993 when he started his career as a Senior Utility Worker. He was promoted to Engineering Technician in 2000, and in 2010, Pat transitioned to his current role as an IT Technician. In this capacity, he has been instrumental in maintaining and enhancing technology infrastructure.

IT GIS Coordinator, Xiuxia Liu joined NUD in 2020. Her primary role is to provide GIS services to both internal and external users. Through collaborating with other departments, she ensures that GIS services are delivered in a timely, effective, accurate, and user-focused manner.

Whether supporting customer service systems or mapping infrastructure, NUD's IT Department is a key part of both in-house and in-the-field operations. Thanks to the team for their tech smarts and ongoing dedication!



Northshore Utility District Board of Commissioners

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Board President
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Commissioner

Board of Commissioner meetings are held on the 1st and 3rd Monday of each month. Meetings begin at 5:30 p.m. (except holidays)

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Hours of Operation:
Mon - Thur
8:00 a.m. - 4:30 p.m.
Friday
8:00 a.m. - 3:30 p.m.
(Open 24 hours for emergencies)

Printed on recycled paper.

What's Causing Your High/Low Water Pressure Issues?

If the water pressure in your home seems too high or too low, the first step is to determine whether it's a water **flow** or water **pressure** issue.

If it's a **flow** restriction problem, water flow may surge when first turned on, then suddenly reduce. Any issue that is related to a single fixture in the home would indicate an isolated problem.

There are a couple of ways to address flow restriction:

- Check all valves on your plumbing system—are they fully open?
- Do you have galvanized plumbing? Galvanized plumbing is common in homes built before 1970. You may have internal pipe buildup from corrosion. Faucet screens full of grit or yellowish tinged water at first draw after not using the faucet for a long period of time are telltale signs of corrosion. The best solution is to replace corroded pipes with new materials.

If it's a **pressure** problem, you're likely to notice a sudden, dramatic change in pressure throughout your home. A failed pressure-reducing device (PRV) could be the issue.

- PRV's are devices installed on your plumbing system to protect your pipes, appliances, and fixtures from excessive wear and damage.
- Any home receiving water pressure of 80 psi or greater should have a PRV per the Uniform Plumbing Code. A PRV is typically installed at the time of the home's construction and, as part of your home's plumbing, is located on your property.
- Don't know the water pressure supplied to you? Please call us at (425) 398-4403 or email billing@nud.net.

For more helpful tips, visit www.nud.net.

Is Your Contact Information Up to Date?

If a water or sewer emergency happens that affects your home or business, could we notify you right away? Please take a moment to make sure the contact information on your account is accurate:

- Go to www.nud.net/my-account or scan the QR code to the My Account page on NUD's website.
- Call us at (425) 398-4400 or email billing@nud.net and we'll update your contact information for you.

NUD will never sell or use your information for anything other than District business. Thank you for helping us serve you better in emergencies.



Water Saving Tips for Spring and Summer



MULCH Add a few inches of good mulch—leftover leaves, bark, or compost—to help keep moisture in and weeds out.



WATER WISELY Lawns need just about 1" of water a week to stay healthy during the dry months.



TIME IT WELL Irrigation timer issues can lead to big water-waste problems! Check irrigation timer settings carefully and regularly.



WATER WITH THE WEATHER Early morning or late evening is best for less evaporation.

Find more sustainable gardening advice and free indoor/outdoor water-saving resources available to you at savingwater.org.