



Northwest Water Systems
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Office Hours:
8am – 4pm



A division of Northwest Water Systems
360-779-9335
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Dear Valued Client,

The staff at Northwest Water Systems hopes that you had a wonderful Holiday season, and we look forward to stepping into the New Year with you. We do have several updates for this upcoming year:

- **CPI** - The **2025** increase for NWS will be 3.5%
- **WQMS** -Water Quality Monitoring Schedules. Please be aware of what samples are due annually for your water system. Please take a look at these reports on The Department of Health office of drinking water website at: <https://fortress.wa.gov/doh> These are updated each Spring and throughout the year as needed. NWS uses this schedule to ensure required samples are collected. This schedule may be a helpful tool when foreseeing an annual budget.
- **Contact update** - Please complete and return the attached contact update sheet for both your ***billing information and point of contact***. Water system contact and billing information can now also be updated on our website at: <https://www.nwwatersystems.com/water-systems>
- **Water Facility Inventory (WFI)** - You may be receiving WFI update requests. Please review and return the requested information to the NWS office ASAP. This information is required by the Department of Health annually based off the classification of your water system. If you have any questions, please contact Harmony at Harmony@nwwatersystems.com
- **Consumer Confidence Reports/ Annual Water Quality Reports (CCR)** - All Group A community water systems are required to have CCR reports completed annually for the compliance year of 2024 by July 1st, 2025. CCR Reports will be posted on our website. Please respond to requests for information in a timely manner. If you have any questions, please contact Cynthia at Cynthia@nwwatersystems.com
- **Water Use Efficiency Reports (WUE)** - All Group A community water systems are required to have WUE reports completed annually for the compliance year of 2024 by July 1st, 2025. The WUE Report documents the water volume produced, sold, and unaccounted for annually. If you have any water usage that NWS is unaware of (fire hydrants, filling trucks, leaks, flushing, etc.) please contact Cynthia at: Cynthia@nwwatersystems.com with information. This is helpful information that can be noted in the reporting.

- **Lead service Line Inventory** - Group A Community and Non-Transient Non-Community (NTNC) Water System Requirement. EPA/DOH mandated "Get the lead out" (GLO) program targeting lead service line identification and replacement, Surveys were completed in 2024, please continue to send any updates to your service lines to NWS going forward.
- **Cross Connection Control Program (CCS)** - Please forward all Backflow Assembly Testing reports to Cynthia@nwwatersystems.com or ccs@nwwatersystems.com
- **Chlorination Reports and Treatment Monitoring Plan (TMP)** - Systems that provide chlorine disinfection, source disinfection treatment or distribution residual treatment are required to test and report residuals every month. These reports are due to the NWS office at treatmentreports@nwwatersystems.com by the 5th of each month to avoid additional fees.

The **TMP** needs to be updated annually, or as changes occur. Annual requests were recently emailed to the on-site tester on record. Please make sure to complete and return these requests promptly to the NWS office. If you have not received this, please contact the office.
- **Company Directory** - This information is updated continuously throughout the year and can be found on our website at: nwwatersystems.com/directory
- **Services** - Our services are updated and listed on our website at: nwwatersystems.com/services

Thank you for your continued efforts in keeping your water systems in compliance with The Department of Health

Northwest Water Systems, Inc.