Welcome to the 2024 Annual Meeting

Dan Burke, General Manager
Eastsound Water

2024 Director's Election

- Meeting Agenda
  - Welcome and Introduction
  - Announcement of the Director's election
  - GM Presentation
  - Door prizes!
  - Adjournment

2024 Election

We have a winner!

2024 Director's Election

- SBS executed the election (same as OPALCO)
- Call for Volunteers: October 10th–20th, 2024
- Voting: November 4th – 13th, 2024
- Annual Meeting: November 15th, 2024
- And the winners are…

2024 Director's Election

- Jim Nelson
- Vaughn Ploeger
- Leith Templin

- Congratulations!

2024 Director's Election

- A special thank you to our runners up:
  - Mike Speece
  - Chris Madison

– We REALLY appreciate you stepping forward!

2024 Director's Election

Eastsound Water Users Association - Board of Directors
3-year Term: January 1, 2025 - December 31, 2027

Vote for: 3	Votes	Percent	
Jim Nelson	198	72.0%	DECISION
Vaughn Ploeger	177	64.4%	DECISION
Leith Templin	162	58.9%	DECISION
Christopher Madison	148	53.8%	
Mike Speece	97	35.3%	

2024 Director’s Election

2024 Election

Who are we?

About EWUA

- Established in 1955
- 501c 12 Non-Profit, Membership Co-Op
- 6 Active Wells
- 1 Surface Treatment Plant
- 1,221 Connections
- 1,000,000 Gallons of Storage
- 6+ Pressure Zones
- 11 Staff/ 8 Operators
- We manage 5 other island systems!

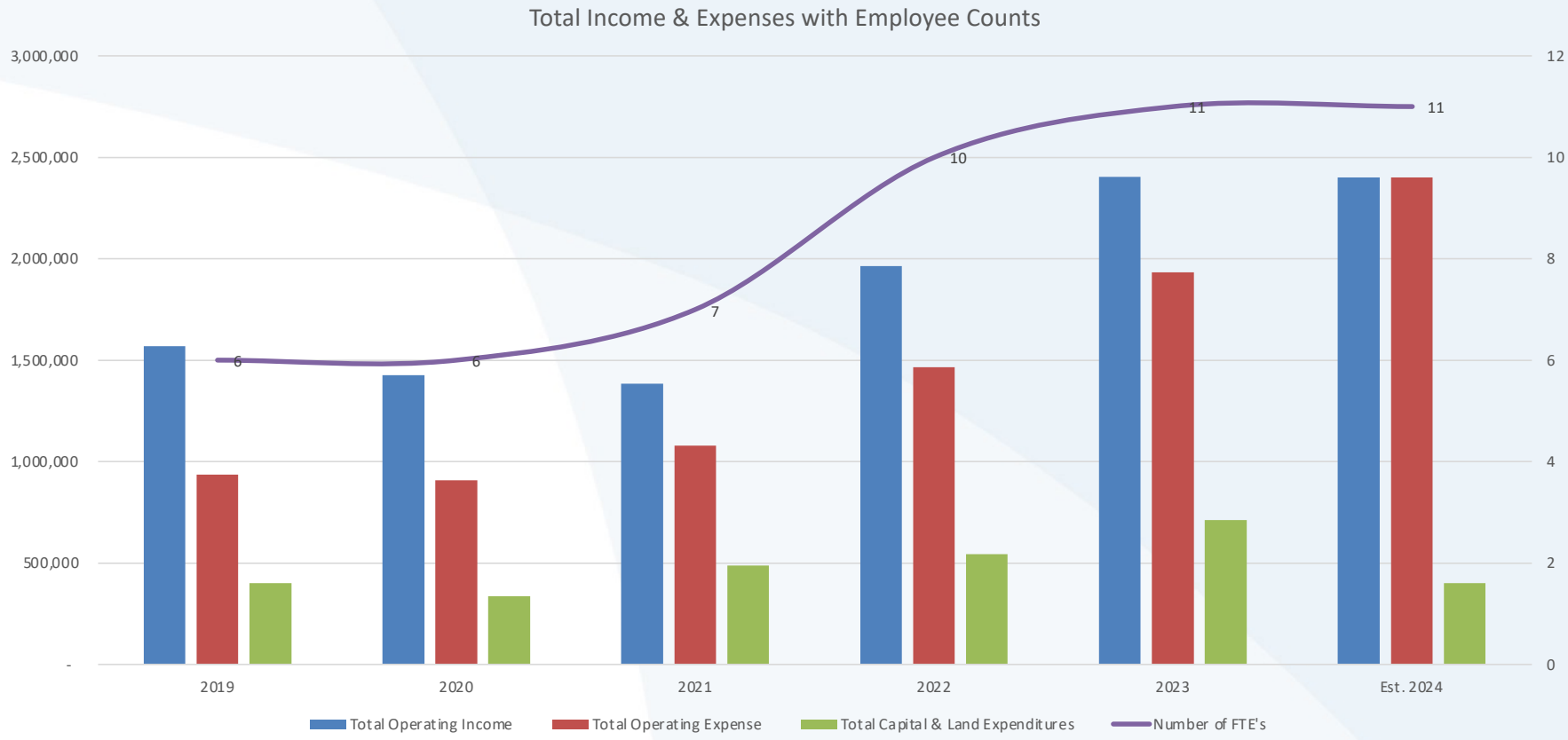
Operator Staff and Certs 2020

Operator	WTPO	Distribution	Cross Connect	Waste Water
Sam Prado	Level 2	Level 2	Level 1	
Dan David	Level 1			
Grace Gottlieb	OIT			
Cameron Krein	Level 1			

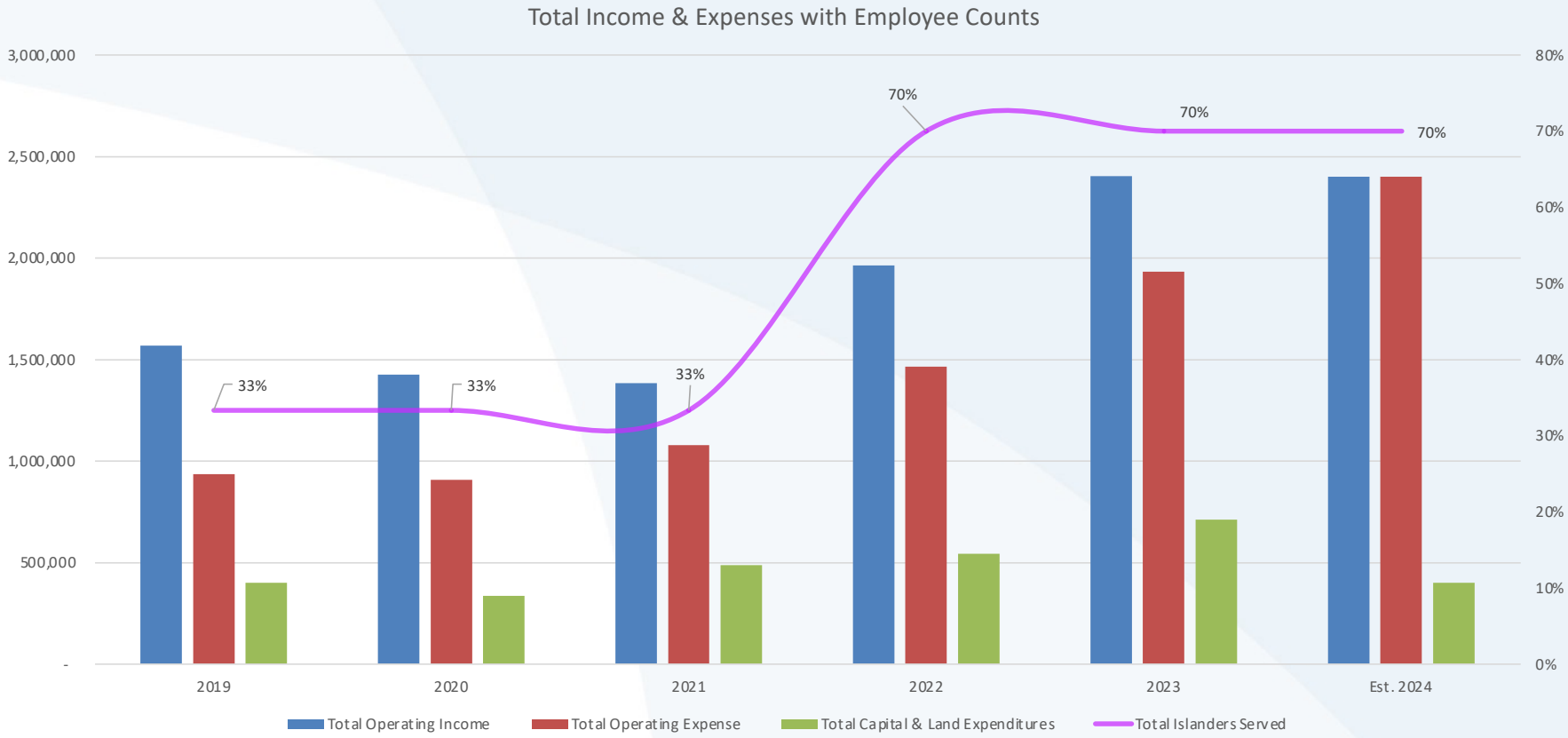
Operator Staff and Certs 2024

Operator	WTPO	Distribution	Cross Connect	Waste Water
Joel Marquardt	Level 4	Level 2	Level 1	Level 1
Sam Prado	Level 3	Level 3	Level 1	OIT
Dan David	Level 2	Level 2		
Grace Gottlieb	Level 2	Level 1	Level 1	
Seth Davis	Level 2	Level 1		Level 1
Michelle Campbell	Level 1			
Brad Siep	OIT			
Mark Seiler	OIT			

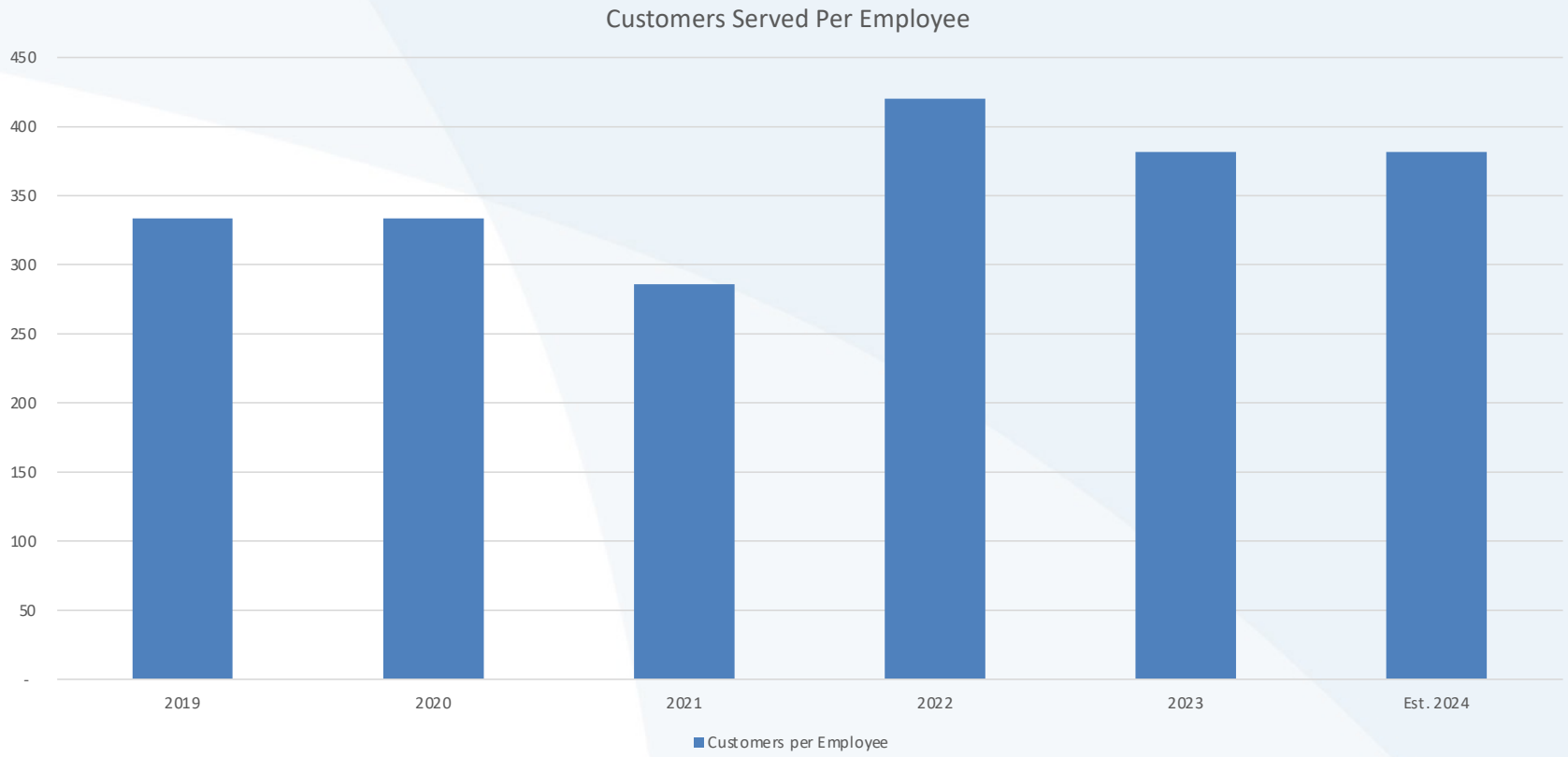
Annual Financial Review



Annual Financial Review



Annual Financial Review



Annual Financial Review

We will host our full 2024 financial review at the **March 2025 Board Meeting**.

New Billing System

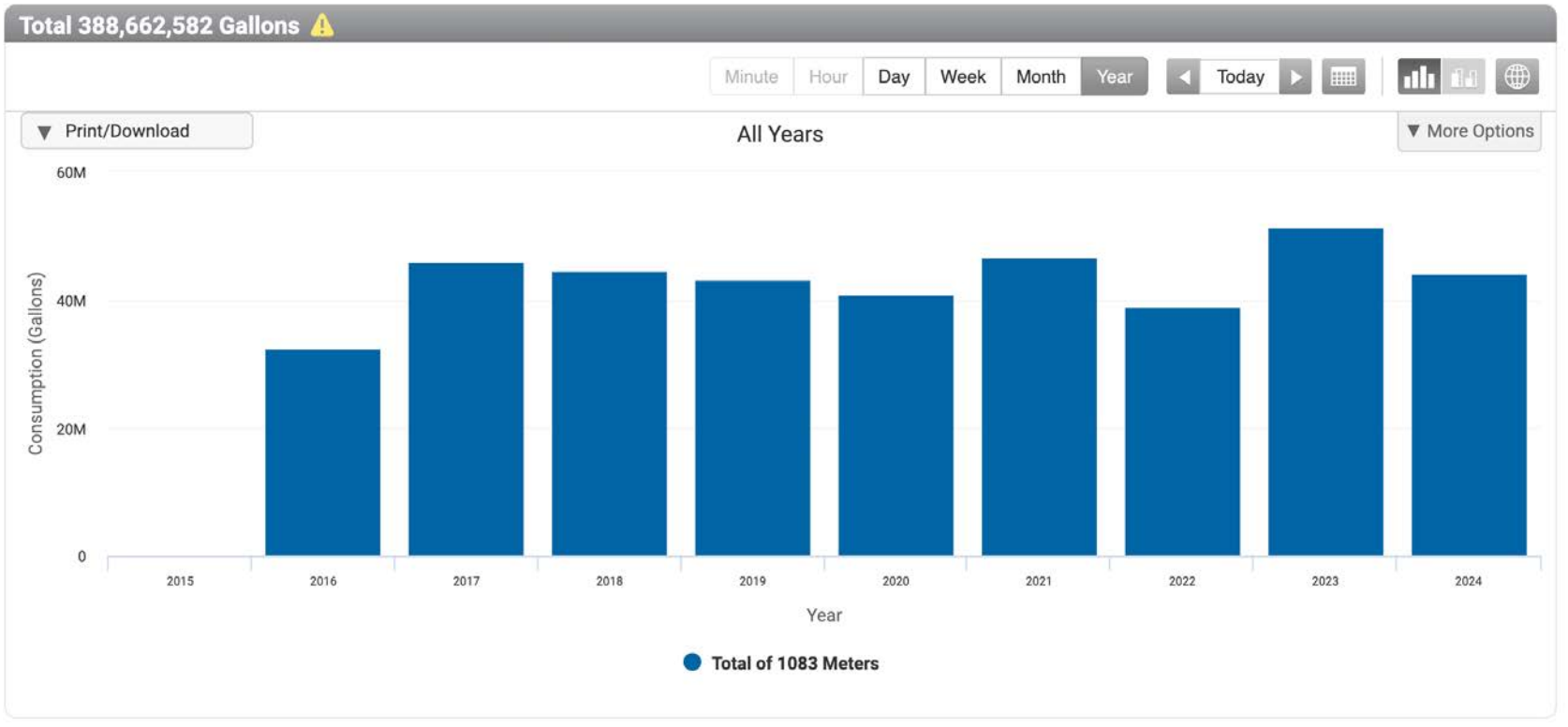
Since Mid-October 2022

2024 Director's Election

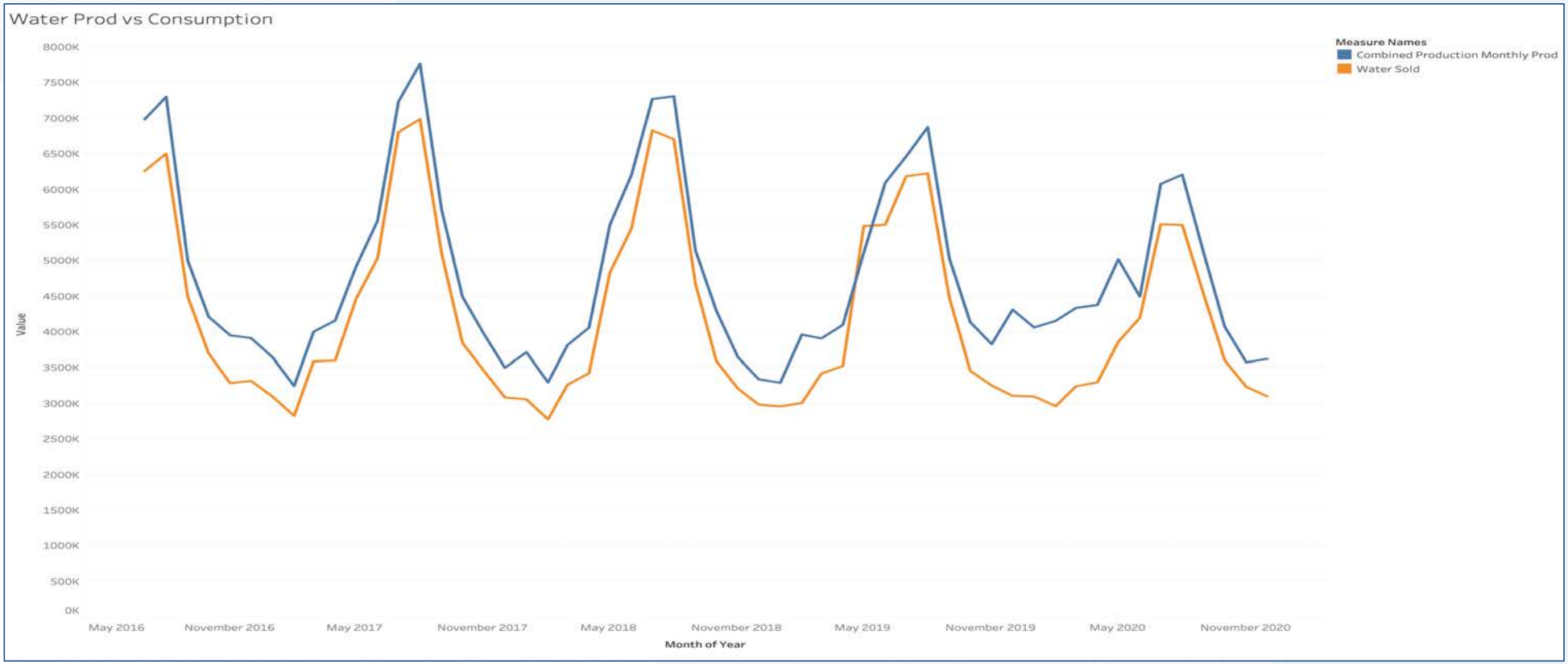
- Total Billing Customers: 1,212
- Paperless: 831 (69%)
- Paper: 381 (31%)
- Auto pay total: 748 (62%)
  - E-check: 670 (90%)
  - Credit cards: 78 (10%)

Let’s talk about water

Annual Consumption

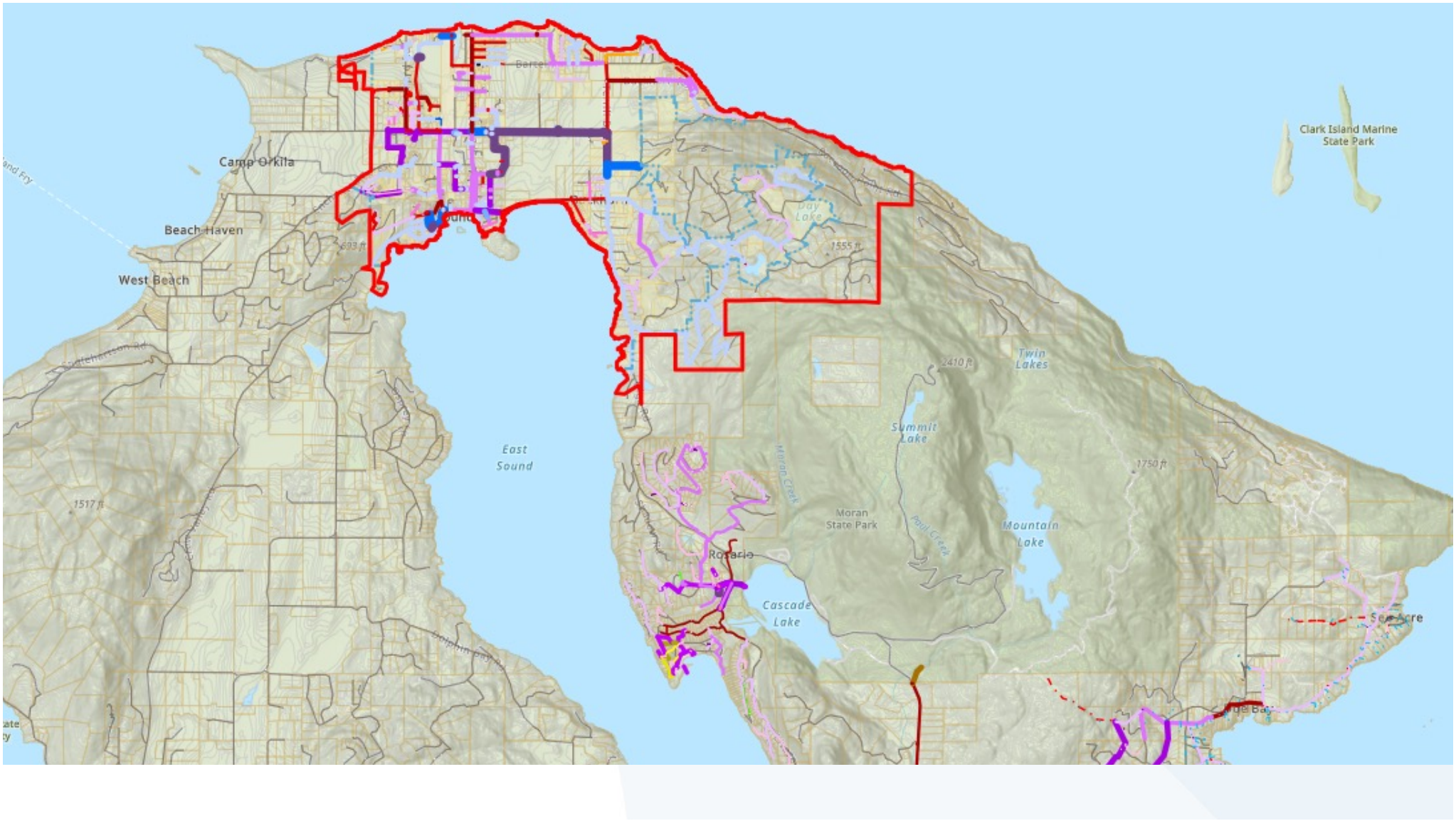


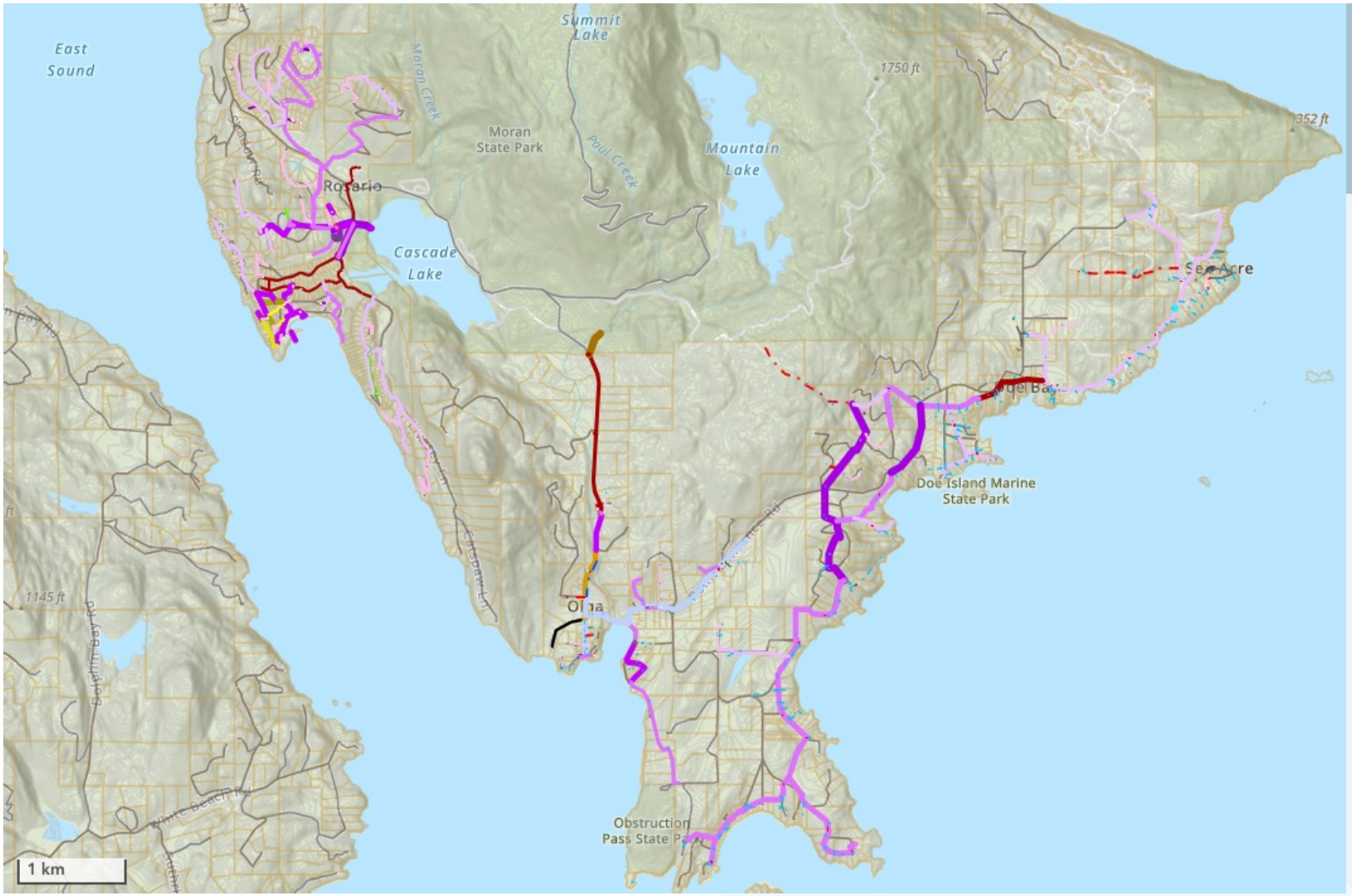
20 Years of Water Production



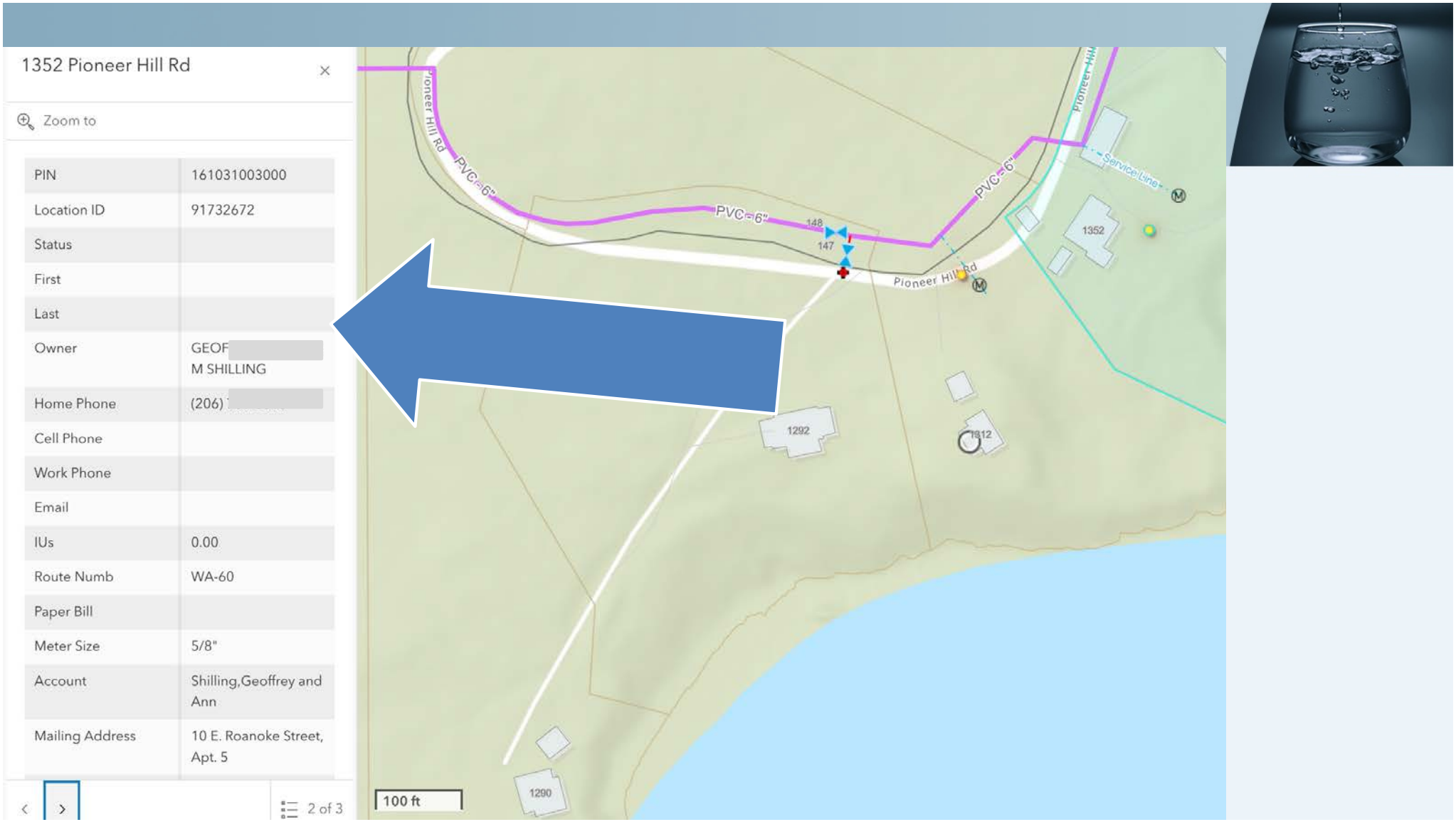
A Meter Hiku

Connecting technology to create peace of mind


Camp Orkila
Beach Haven
West Beach
East Sound
Rosario
Moran State Park
Cascade Lake
Summit Lake
Twin Lakes
Mountain Lake
Clark Island Marine State Park
Day Lake
Moran Creek
Paul Creek
1555 ft
2410 ft
1750 ft
1517 ft


East
Sound
Summit
Lake
Moran Creek
Moran
State Park
Paul Creek
Mountain
Lake
1750 ft
352 ft
Rosario
Cascade
Lake
Doe Island Marine
State Park
1145 ft
Obstruction
Pass State P
1 km


Pioneer Hill
1360
Orcas Island
Beach
Service Line
PVC - 6"
148
147
Pioneer Hill Rd
352
1292
1312
50 m


1352 Pioneer Hill Rd
Zoom to
PIN 161031003000
Location ID 91732672
Status
First
Last
Owner GEOF M SHILLING
Home Phone (206)
Cell Phone
Work Phone
Email
IUs 0.00
Route Numb WA-60
Paper Bill
Meter Size 5/8"
Account Shilling,Geoffrey and Ann
Mailing Address 10 E. Roanoke Street, Apt. 5
2 of 3
Pioneer Hill Rd
PVC-6"
148
147
ServiceLine
1352
1292
1290
100 ft

Chlorine Dependance

Chlorine is the iPhone of the 1900's

Force Majeure: June 2021

On June 15, 2021 we got this email:

“Effective immediately, Westlake Vinyls, Inc. (“Westlake”) and Axiall, LLC (“Axiall”) are declaring a force majeure condition for chlorine, hydrochloric acid, and caustic soda manufactured and shipped from its Longview, Washington manufacturing facility.”

Dan Bruland | Account Manager | Cascade Columbia Distribution

Westlake Chemical

2801 Post Oak Blvd., Suite 600 ▪ Houston, Texas 77056
Tel 713.960.9111

June 9, 2021

RE: Force Majeure Notice for Chlorine, Hydrochloric A

Dear Customer,

Effective immediately, Westlake Vinyls, Inc. ("Westlake") majeure condition for chlorine, hydrochloric acid, and ca Longview, Washington manufacturing facility.

Westlake's/Axiall's chlor-alkali production have been dire and unanticipated failure of a critical piece of electrical eq the manufacturing process thereby resulting in limited availa soda to our customers.

At this time, we cannot predict the duration of this force m situation will cause supply disruptions and limit our abilit this force majeure event declaration is required at this ti lessen the impact on our customers.

Westlake/Axiall sales professionals will be in contact with We sincerely regret any inconvenience this causes your situation. We greatly appreciate your company's patience, through this difficult time. We are committed to keeping and to restoring our supply position as quickly as possible

If you have any questions regarding this force ma Westlake/Axiall sales professional. As always, Westlake/

Sincerely,

Noel Irizarry
VP, Chlor-Alkali and Derivatives

Cc: David Kokowsky
Casey Madere
Shell Zhang
Paul Kowalski
File

HASA

June 15, 2021

Re: Hasa Longview, WA – force majeure

Dear Valued Customer,

Please see the attached letter from Westlake Chemical declaring a force majeure for the products produced from their Longview, WA plant. As a direct result of this substantial supply disruption beyond our control, Hasa, Inc. has no choice but to declare a force majeure on the delivery of sodium hypochlorite, and hydrochloric acid manufactured and shipped from its Longview, Washington facility.

We are working diligently on supply options to help minimize the impact on our customers however, we cannot predict how long this force majeure event will last nor how it limits Hasa Longview's ability to meet the planned product demand. We will keep you informed as additional information becomes available.

A member of Hasa's sales team will be in contact with you to discuss the situation. If you have any questions, please do not hesitate to call your Hasa sales professional. Thank you for your business and understanding during this challenging time.

Sincerely,

Robert Bzdil
Robert Bzdil
Executive Vice President
Hasa, Inc.

Yikes! Now What?

Situation Analysis:

- We are at the “end of the line”
- Shipping costs are expensive to the island
- Weight of a 15-gal carboy is heavy
- Our average Operators age is 48
- We have multiple locations (4 in eastsound)
- No chlorine = no water

Yikes! Now What?

Additionally:

- We diluted our chlorine from 12.5% down to 5%, and manually moved it to locations by hand
- With high manganese and calcium levels, we had many callout for cleaning/adjusting chloring pumps for years
- We regularly dealt with paying more overtime and had to manage Operator burnout

Our Chlorination Needs

- We use about 10 gal of 12.5% per day system-wide
- Hypo cost is currently $2.70/gal
- Our shipping is about $1.70/gal – *ouch!*
- Our total cost is $4.40/gal
- We spent about $16k/year on hypo

The Awakening

- There has to be a way to mitigate these risks!
- We heard rumors that Friday Harbor generated their own chlorine
- We investigated and found good leads
- We developed a plan of action

The Plan

- 20’x 12” Chlorine Generation Room
- OSEC L on-site hypochlorite generation panel (20 PPD) with 4 electrolyzer cartridges
- A twin style water softener
- 100-gallon brine tank with peristatic pump
- 540-gallon PE product tank enclosed in the building with a line and pump for filling delivery trucks
- Storage for 2-years worth of 40lb salt bags enclosed in the building (two pallets).

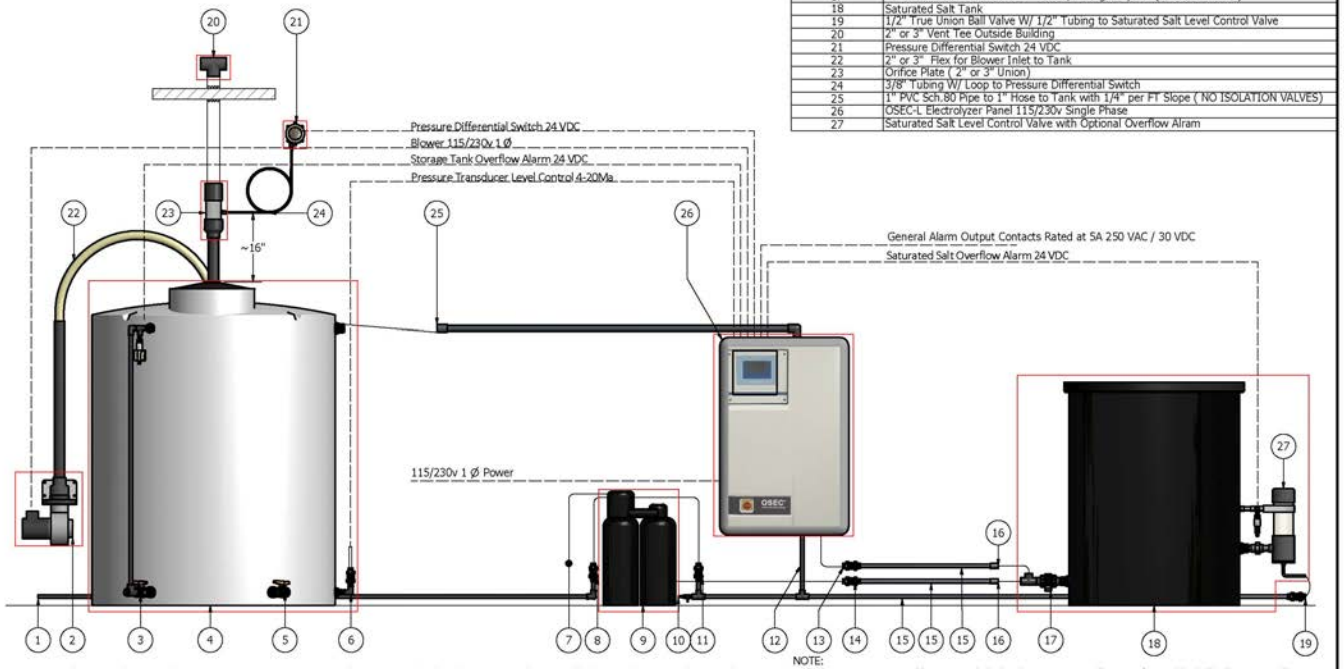
The Plan

- Increase storage capacity for chlorine batch tanks to 540 gallons at Purdue lake Treatment plant and 200 gallons at Terrill Beach Road treatment plant
- Install new (replacement) flow modulating hypochlorination feed pumps
- Motorized wench for salt transport from palat to brine tank

Wall Mounted Hypochlorite Generation System Installation

(20 Pounds of Equivalent Chlorine Per Day)

Item #	Description
1	1/2" Finished Water Inlet
2	Blower 115/230v Single Phase
3	1" True Union Ball Valve Drain with Optional Overflow & Alarm
4	Storage Tank
5	1" True Union Ball Valve Solution Outlet
6	1/2" True Union Ball Valve W/ Level Pressure Transducer
7	1/2" Tubing Water Softener Drain
8	1/2" True Union Ball Valve to Water Softener (With 1/2" Hose)
9	Twin Style Water Softener
10	1/4" X Hose Labcock Soft Water Sample Valve
11	1/2" True Union Ball Valve from Water Softener (With 1/2" Hose)
12	1/2" PVC Pipe Sch.80 to OSEC-L Inlet
13	1/2" True Union Ball Valve to 1/4" Tubing to Brine Pump
14	1/2" True Union Ball Valve to 3/8" Tubing to Water Softener Check Valve
15	1/2" PVC Pipe Sch.80
16	1/2" Tubing from Saturated Salt Tank
17	1" True Union Ball Valve to 1" Tee W/Tubing adapters (Suction Strainer)
18	Saturated Salt Tank
19	1/2" True Union Ball Valve W/ 1/2" Tubing to Saturated Salt Level Control Valve
20	2" or 3" Vent Tee Outside Building
21	Pressure Differential Switch 24 VDC
22	2" or 3" Flex for Blower Inlet to Tank
23	Orifice Plate (2" or 3" Union)
24	3/8" Tubing W/ Loop to Pressure Differential Switch
25	1" PVC Sch.80 Pipe to 1" Hose to Tank with 1/4" per FT Slope (NO ISOLATION VALVES)
26	OSEC-L Electrolyzer Panel 115/230v Single Phase
27	Saturated Salt Level Control Valve with Optional Overflow Alram



NOTE:
This is a GENERIC room layout. It does not take into account room constraints such as size or ceiling height. Not every fitting is called out such as Tees, Elbows, Tubing Adapters, Couplings, Pipe Clamps, Fastening Hardware ,ect.

NOTE:
Only the equipment in red boxes is included with a OSEC. Miscellaneous fittings like ball valves ,tees, elbows ect are not included and provided by others. Installation can be provided by TMG Services.

Installation Tips:
Mount the Blower low to the floor. This helps with corrosion build up from chlorinated air.
The Differential Switch needs to be mounted above the Orifice Plate. Utilize a loop in the 3/8" tubing between the two to prevent condensation from reaching the switch.
The 1" pipe for solution outlet from OSEC Panel should slope upwards to the tank before penetrating ether the side wall or into a tank adapter on the top of tank. this allows hydrogen gas to travel upwards to the tank to vent. If upwards slope not possible due to low tank height then keep line low as possible.
Make sure the floor is free of dirt and any debris before placing the tanks. even small pebbles will work their way through the bottom of the tank.

*Dosing pump skid available upon request
*Seismic Restraints available upon request

TMG Services, Inc		
Title: OSEC-L Basic Layout		TMG SERVICES
rev.1	Date: 8-30-21	DWG. #: TMG-419

State of Washington
DEPARTMENT OF HEALTH
NORTHWEST DRINKING WATER REGIONAL OPERATIONS
20425 72nd Avenue South, Suite 310 • Kent Washington 98032-2388

January 27, 2022

SAM PRADO
EASTSOUND WATER USERS ASSN
SAM@EASTSOUNDWATER.ORG

Subject: Eastsound Water Users Association (ID #22170)
San Juan County
Approval of Project Report and Construction Documents for Blanchard Onsite Hypochlorite Generation
Submittal #21-1106

Dear Mr. Prado:

The project report and construction documents for the referenced project, received in this office on November 16, 2021, with additional information received on January 17 and 21, 2022, have been reviewed and, in accordance with the provisions of WAC 246-290, are hereby **APPROVED.**

PROVIDED THAT:
As required in WAC 246-290-120(5) within sixty days following the completion of and prior to the use of the above project or portions thereof, the enclosed construction completion report must be completed by a professional engineer and returned to this department. In addition, complete and submit the enclosed Pressure, Leakage, and Bacteriological Test Report form for applicable portions of this project.


FLEX-PAD
OSEC


ENERGIZED by FILTRONICS
M-2
MORTON
Pure Natural
WATER SOFTENER CRYSTALS
4-in-1
BENEFITS
ALL NATURAL
Less Buildup
Softer Feeling Skin & Hair
AMERICA'S #1 BRAND OF WATER SOFTENER
OSEC

All It Takes Is Salt and Power

Power draw is 540W per cartridge. We have 4. Power cost is low.

Salt Prices

Company	Price	Size of Bag	Delivery Fee/Pallet
Cascade Columbia	$10.51 per bag	49lbs	$500
Ace Hardware	$6.99 per bag	40lbs	$0
Wesmar	$6.50 per bag	49lbs	$400

The Economics

- We will pay back all costs in 2-3 years
- We keep an extra $16k+ a year for ever year after
- We save on Operator overtime
- Selling to other systems speeds up our payoff timeline

Thinking Differently Pays

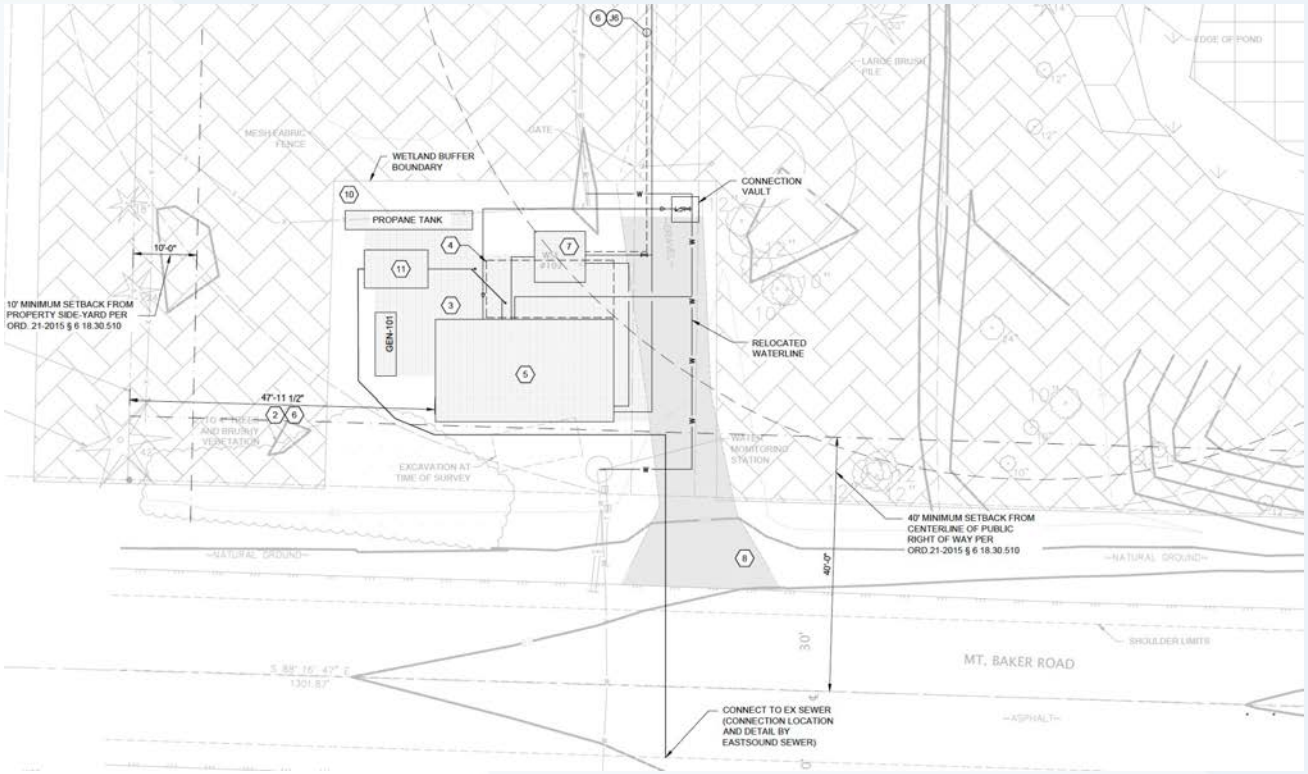
- Generation site hypo is fed from our 540-gal production tank; **no more diluting or moving**
- With 5x more volume to haul, we geared up and are using a truck/pump model; **no more lifting heavy carboys**
- Shift to peristaltic pumps and automation; no more callouts, no more overtime, **much happier employees**
- What used to be a burden is now a **massive asset**
- Operators feel freed up to focus on other projects and maintenance, and have pride that we are independent of shipping costs and off-island dependance
- We are more resilient as a water system and a community

Water Projects

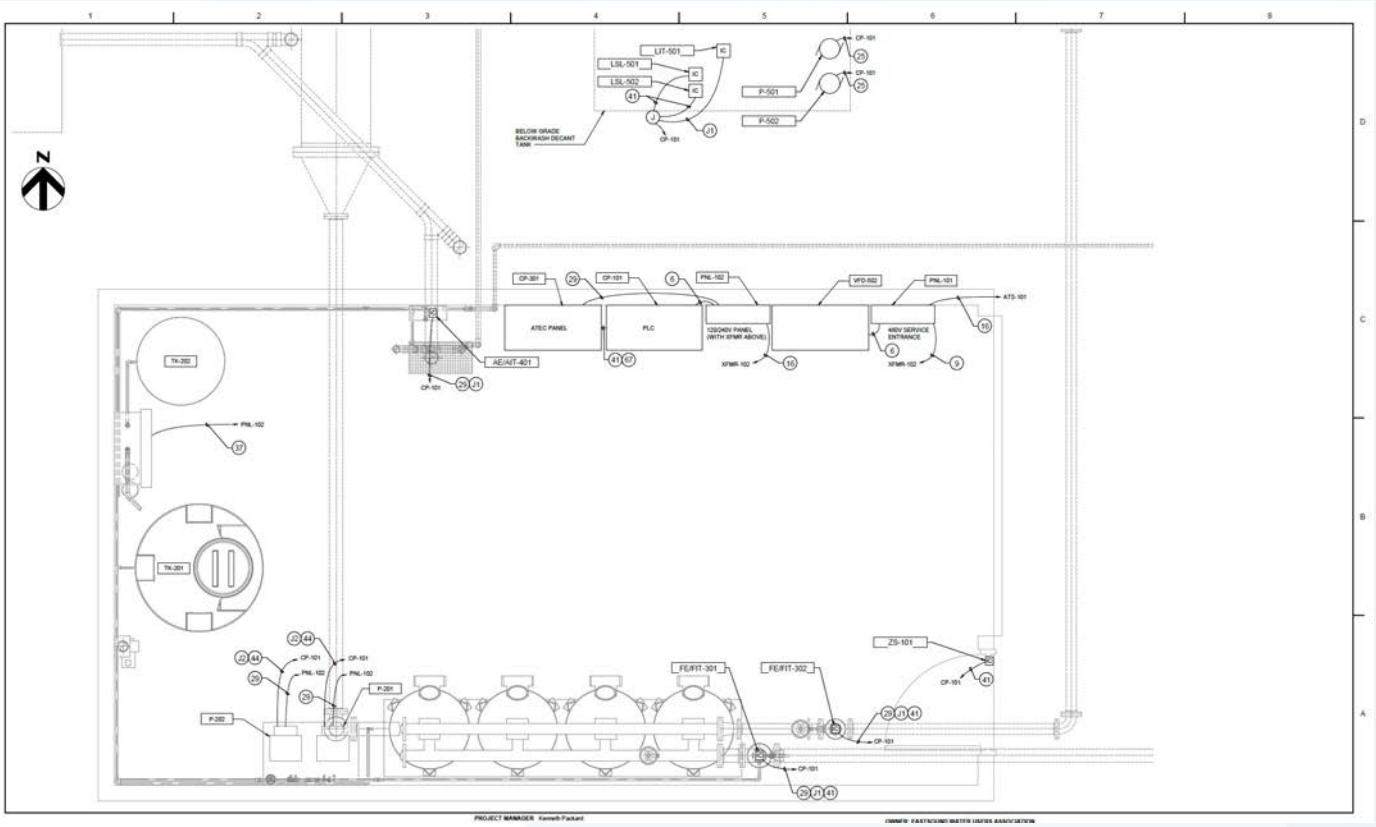
It’s getting exciting!

Clark Well in 2025

Clark Well in 2025



Clark Well in 2025



Clark Well in 2025

New Hilltop Water Tank

Project Report

Eastsound Water Users Association
Water System

Hilltop Storage Tank Project
DOH Water System No. # 22170

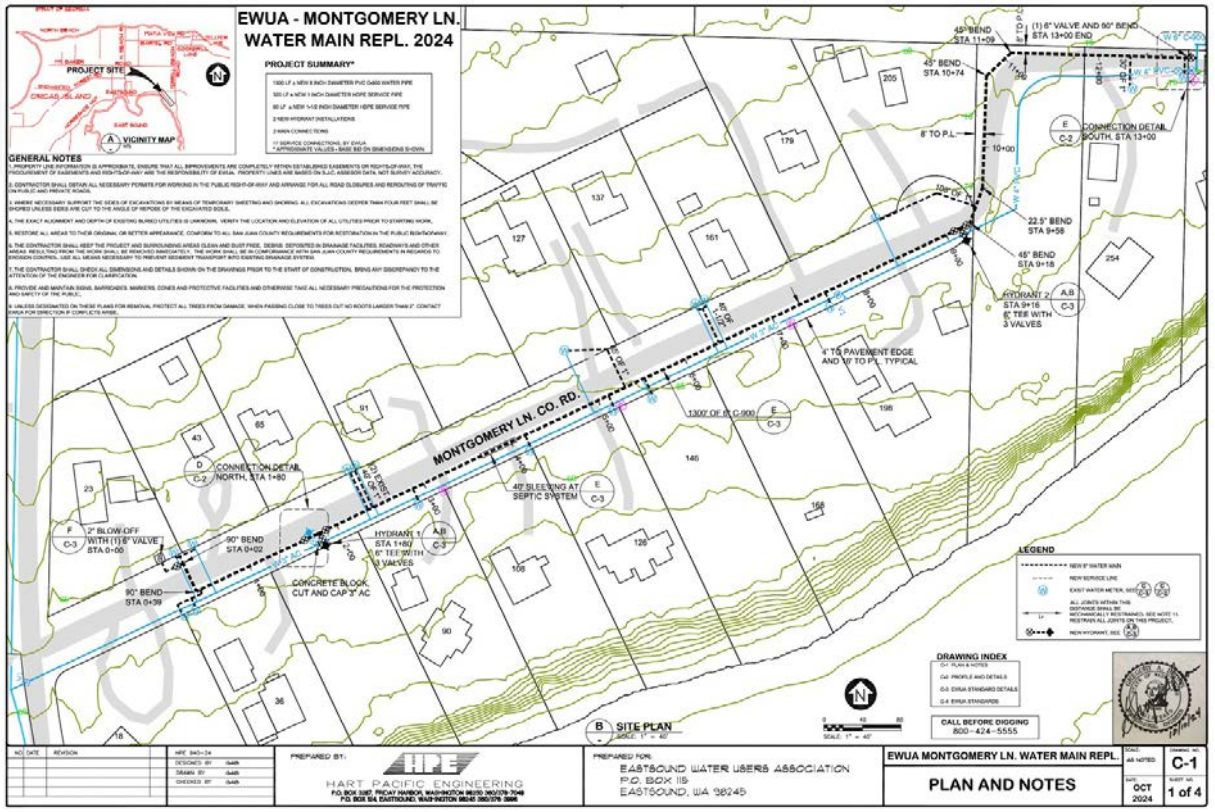
December 2008

Eastsound Water Users Association
PO Box 115
Eastsound, WA 98012-1313

JOHN P. HART
STATE OF WASHINGTON
REGISTERED
PROFESSIONAL ENGINEER
12/29/08

New Hilltop Water Tank

MONTGOMERY LN A/C



Eye on Water Presentation

By Dan Burke, General Manager
Eastsound Water Users Association

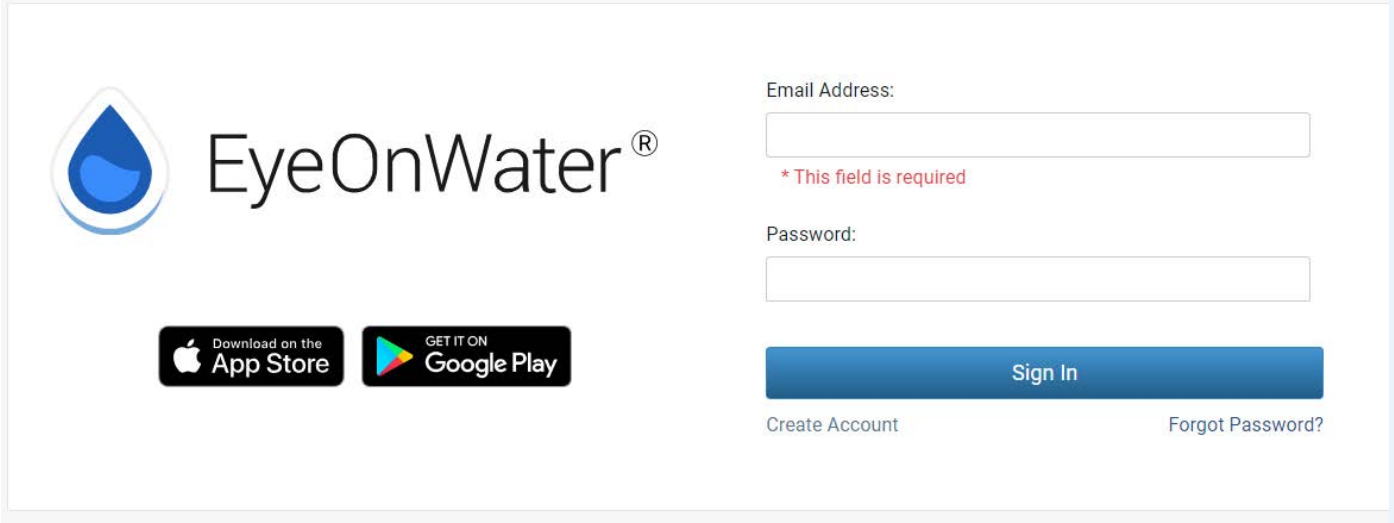
Monitor your Water Use Online

- Eastsound Water invested in an advanced metering analytics system in 2016.
- This upgrade allowed water meters to report their daily water use automatically via a cellular network.
- The smart water system allows all members to access their water use history, view their daily water use patterns, and program emergency leak detection alerts that go straight your inbox!
- **Members** can also opt in for text messages as well, based on the individual's cell phone vendor.

How to Sign up for an Eye on Water Account?

To take advantage of this new capacity, you will have to establish an account. This is likely a familiar process, similar to any other web-based account registration. A step-by-step how to follows:

1. Go to https://eyeonwater.com



Select Create an Account

2. Select **"Create Account"** below the "Sign In" box. This will bring up the registration page.
3. Enter in your Zip Code
4. Enter your Water Account No. (Account number is listed on your water bill).
5. Only ***one*** e-mail address can be used to create your Eye on Water account.

Steps to Create an EyeOnWater Account

1. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888

DUE DATE	CURRENT CHARGES
01/15/2017	$45.50

2. Enter your service or billing address ZIP/Postal Code.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the **Terms of Use**.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

Download on the App Store | GET IT ON Google Play

Account Number:

Enter your Account Number

Some utilities want you to use your account number or customer number as it appears on your water bill. Others want you to leave off leading zeros and non-numeric characters. Other utilities may still be rolling out EyeOnWater®. Please contact your water company directly for assistance.

Service or Billing ZIP/Postal Code:

Service or Billing ZIP/Postal Code

Next

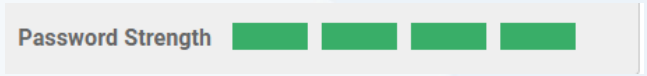
Already have an account? Sign in here.

Password Suggestions

5. **When the final screen opens**, enter your “Full Name” as it appears on your bill. Add the email The address you provided to us and create a password.

6. **Be careful with the password:** It is case conscious and highly recommended that you use a simple phrase, favorite movie or book or something else. Choose something easy to remember. It does not need to be complicated. You can use letters, numbers and symbols.

7. **The password you choose must pass the Eye on Water password strength which is 4 bars.** It will light up and accept your password if the strength of the word/phrase you choose is acceptable to the program. This is what an acceptable password strength looks like:



8. **An e-**mail will be sent to you confirming your e-mail address and it must be confirmed before you can sign into your account.

9. **You can use a web browser to access your account or download the Eye on Water App.**

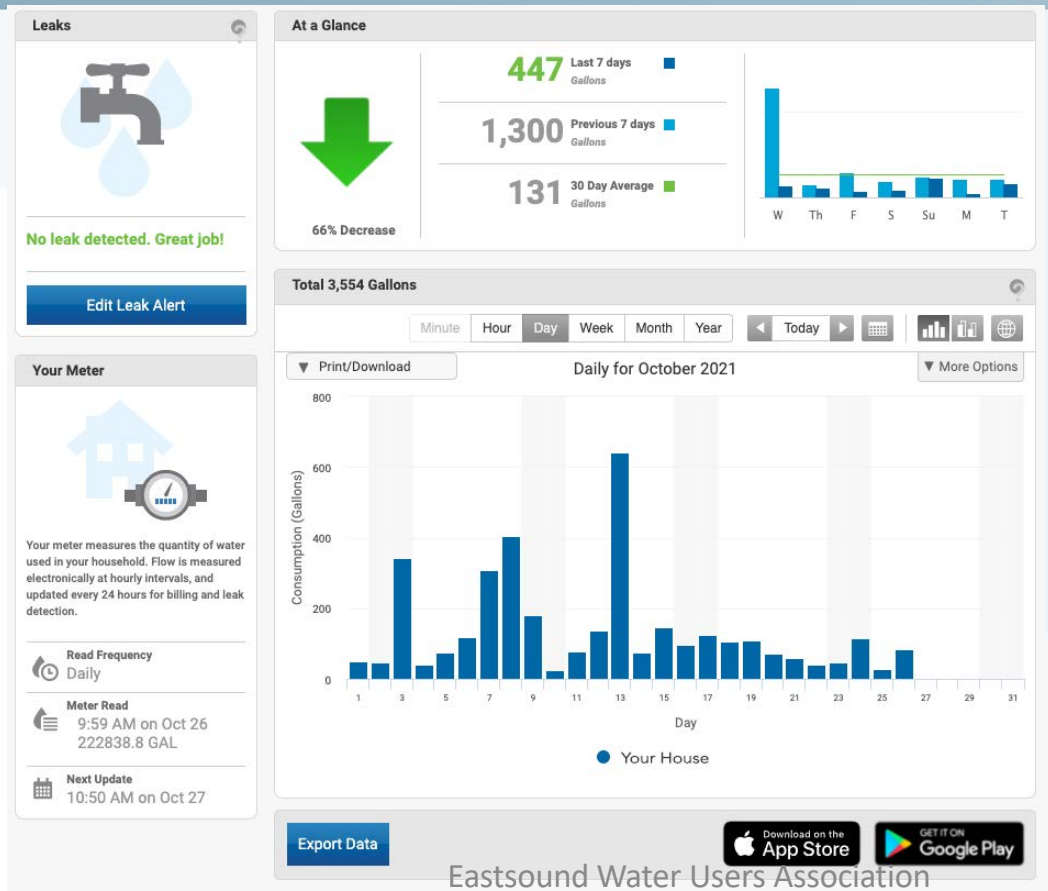
You are now ready to sign into your Water account and view your water use history.

Eye on Water instructions for your phone

INSTRUCTIONS TO SET UP YOUR EYE ON WATER ACCOUNT VIA YOUR PHONE:

1. Go to the App Store on your Android or iPhone and search for “eye on water”.
2. Download the free App to your iPhone or Android Phone.
3. Open the App.
4. Tap on the Register button.
5. Tap on “Enter your account information Manually”.
6. Enter your Zip Code.
7. Select your water provider.
8. Enter your Account ID.
9. Tap on the Next button.
10. Enter a valid e-mail address.
11. Create and confirm a password.
12. Verify that you have read the Terms of Service.
13. Tap on the Next button.
14. An email will be sent to the address you provided.
15. Click or tap on the link in the email to verify it is valid.
16. You can now sign in to your account.

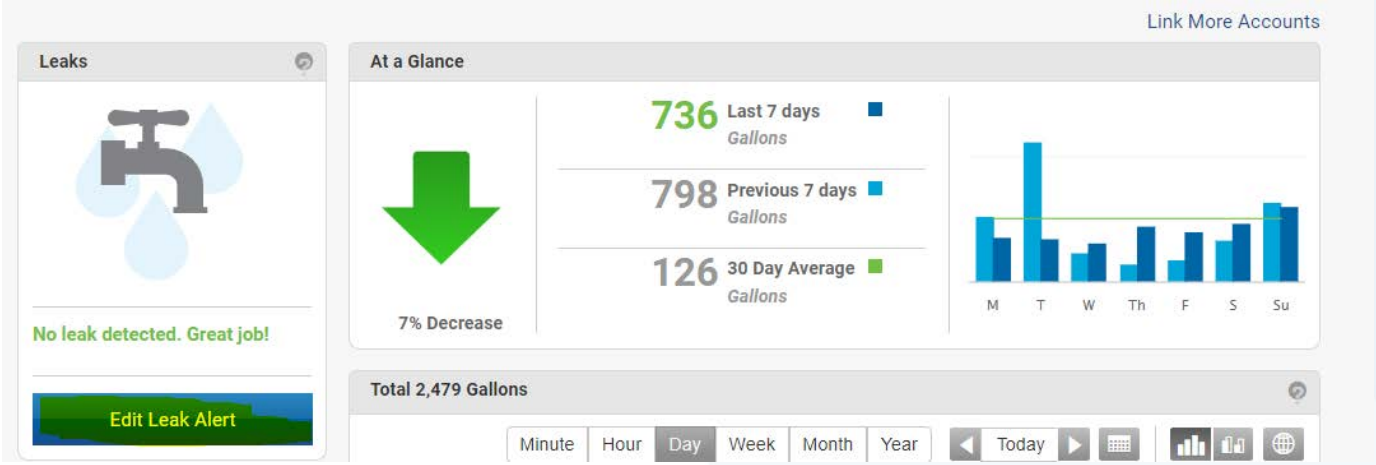
This is what you see when you log in



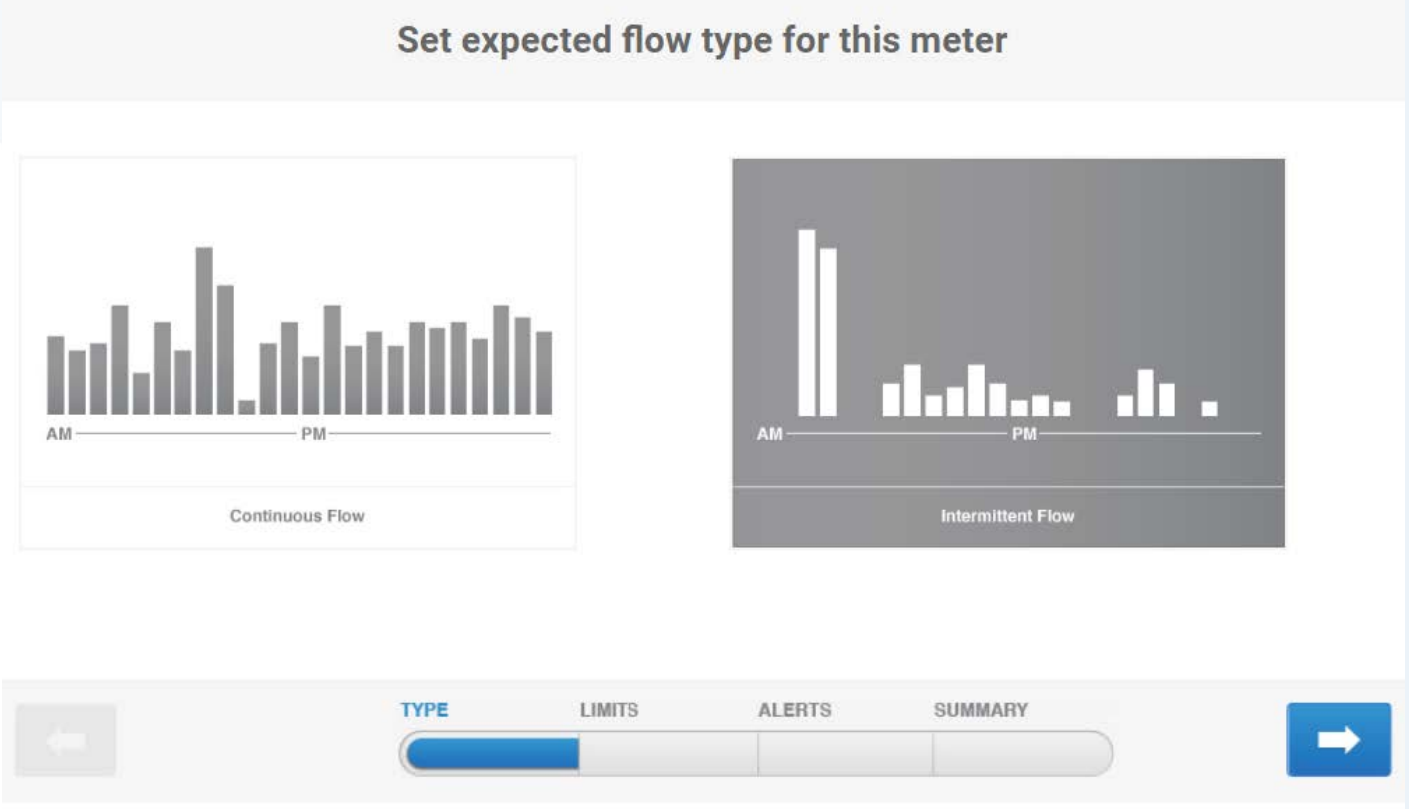
Graphics Explained

- You can set up your preferences within the App such as linking multiple accounts, changing your e-mail address, and edit your leak alerts.

How to Edit your Leak Alert Preferences? Click on Edit Leak Alert



Set your Expected flow type for your meter



Send an Alert when

This is where you can set up the # of gph (gallons per hour) for a 24-hour period that you will want to have an e-mail or text message alert sent to you. When you set an alert threshold, the system looks back 24 consecutive hours from the most recent meter communication. If your threshold was exceeded during each hour of that time, an alert will be sent. If flow dropped below the threshold or dropped to zero, even if your threshold was exceeded one or more times in that 24-hour period, no alert will be sent.

Send an alert when

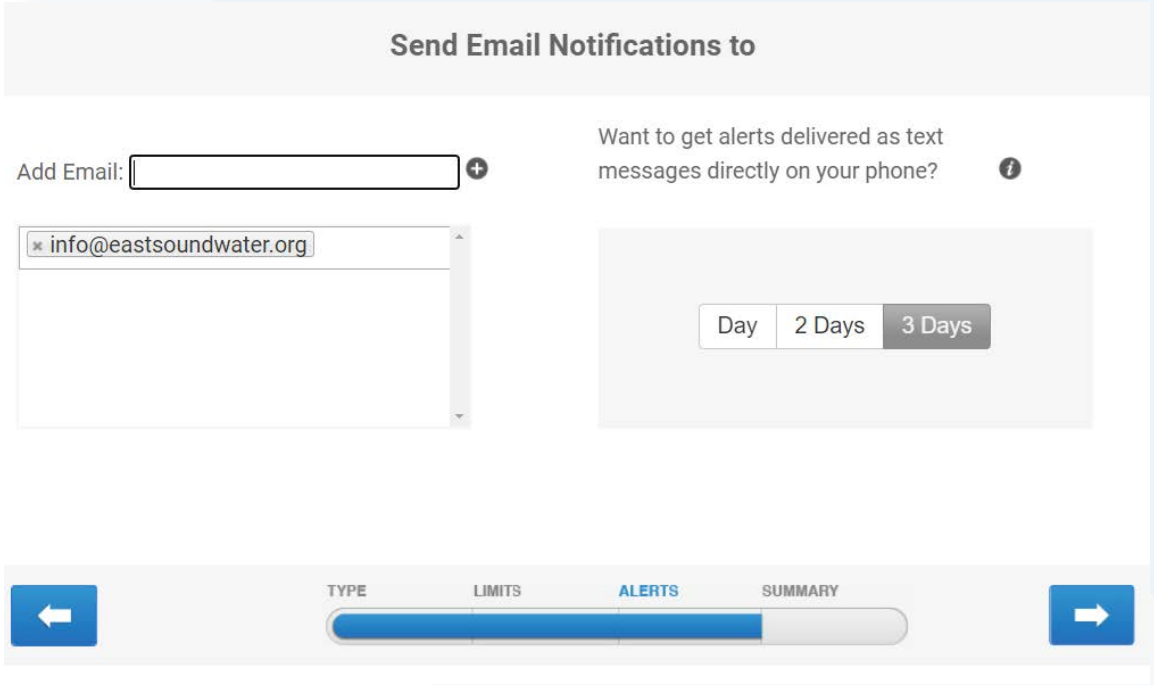
hourly flow exceeds [2] Gallons/hr for 24 consecutive hours.

What threshold should you set?

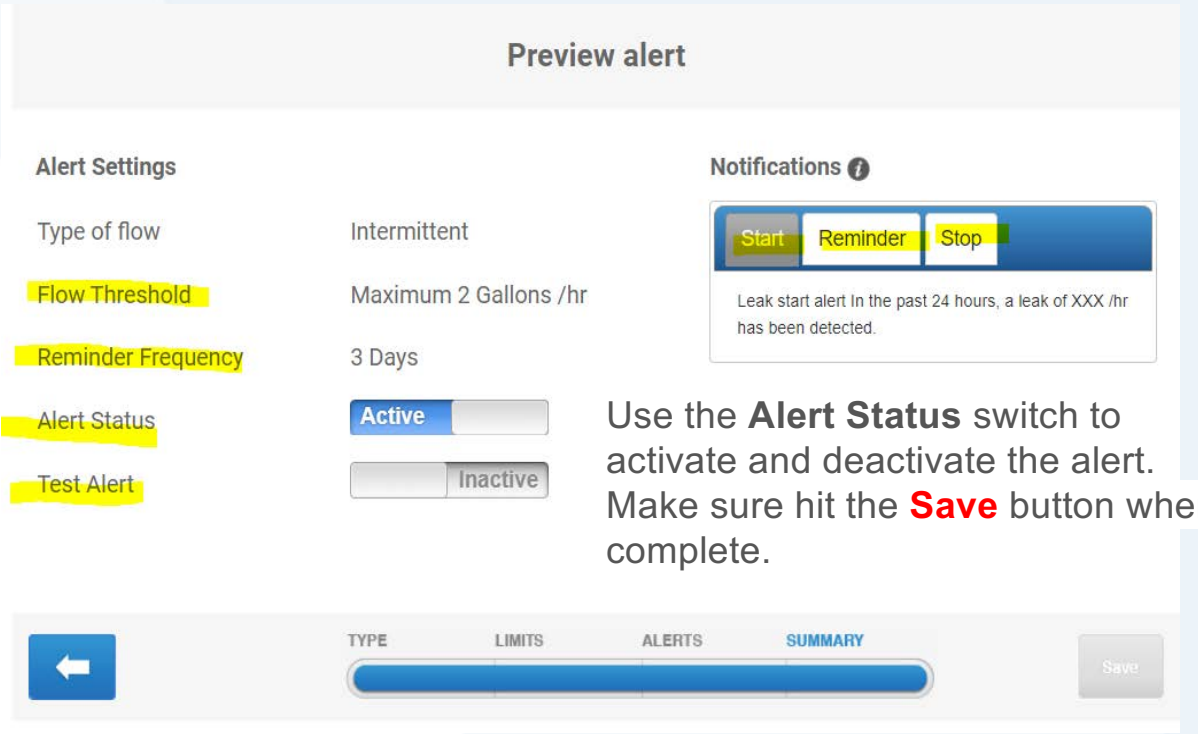
While there is no one-size-fits-all answer to that question, we recommend setting a low threshold of no more than 1 to 5 gallons per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.

Send E-mail Notifications

- Enter in your e-mail address and decide if you want to receive the e-mail daily, every 2 days or 3 days. You can add multiple e-mail addresses to receive alerts. Insert your e-mail address and click the + plus button to enter it. To send a text message too, follow the instructions on the info icon to the right of the text alert question.



Alert Preview –Items in yellow can be adjusted by you at anytime



Use the **Alert Status** switch to activate and deactivate the alert. Make sure hit the **Save** button when complete.

Review your daily, weekly, monthly & yearly usage

This graphic will show you how much water was used on a given day, week, month & year including down to the hour and minute of each day. When you hover over the bar graph blue lines, you can see the total usage. Above the graph, see the intervals starting with minute etc. Click on any to see the statistics.

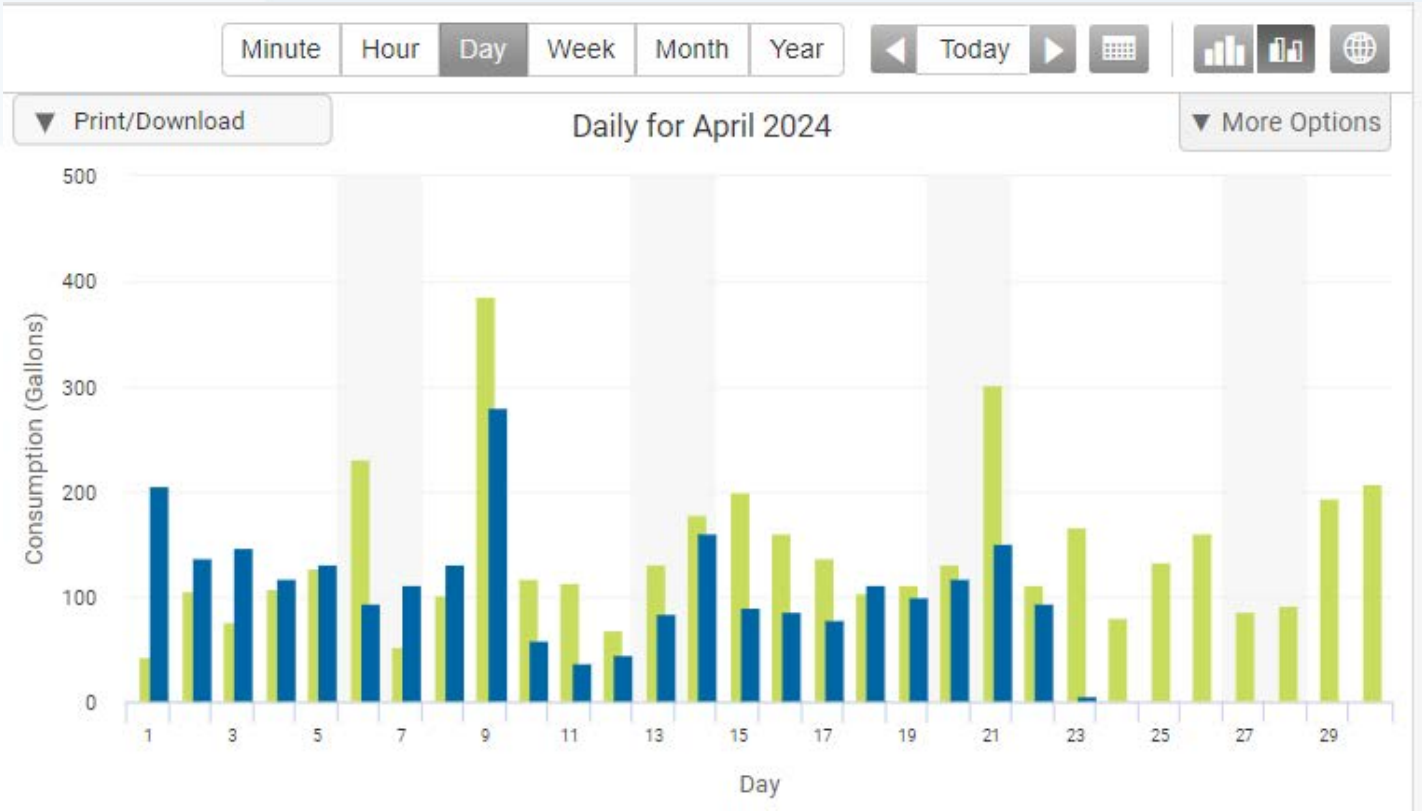
Location of your meter on a Map

- In addition to displaying water consumption data, the graph lets you see where your water meter is located.

- To view your meter's location: Click the **Globe** button in the upper right corner of the Consumption Graph.

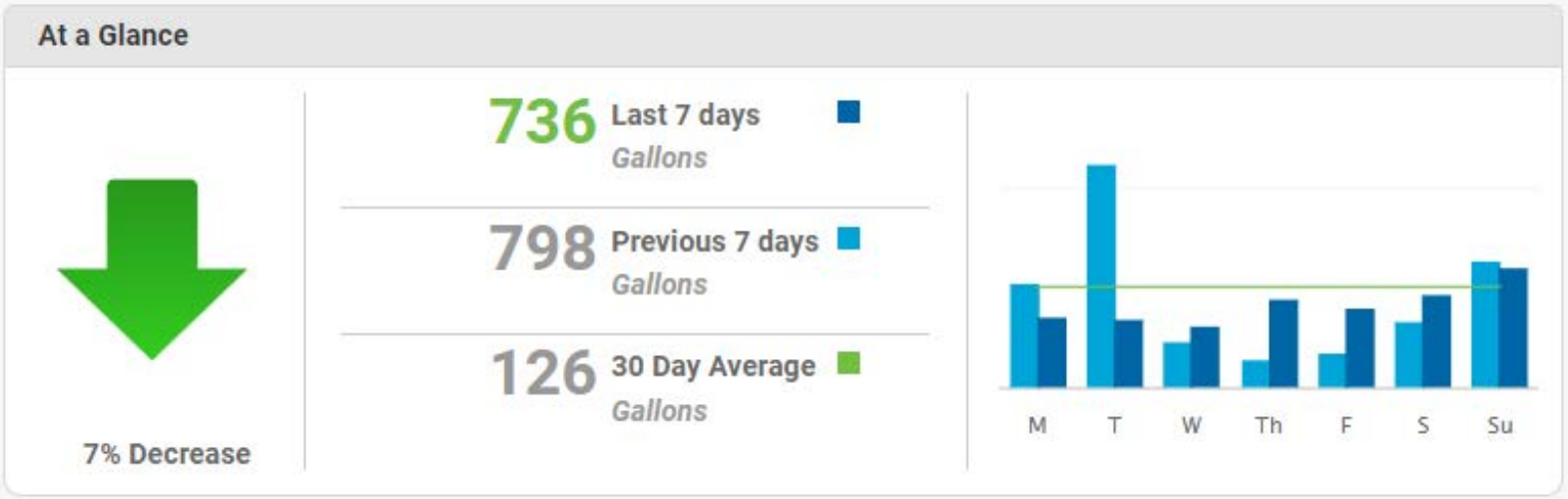
- For information on what everything means on the question mark just above the globe icon for more details.

Compare current (blue) month to last month



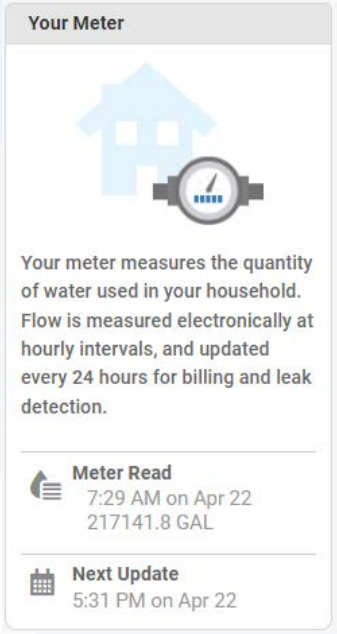
Compare your usage over time

This graphic shows you a comparison by the last 7 days to the previous 7 days usage as well as a 30 day average.



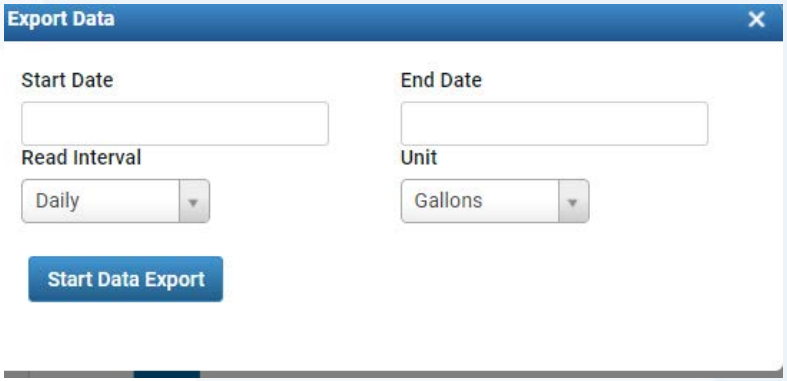
Your Meter

This information shows you the last reading on a given date/time and will then show you the next planned day it will read.



Export your Data to a CSV file

Click on Export Data at the bottom of the screen to convert your usage to a csv file spreadsheet with various options. Enter **Start and End** date followed by read interval options: hourly, daily, monthly or yearly usage. **Click Start Export**. You can update the unit measured. See the sample report below.



Account_I	Meter_ID	Meter_SN	Read_Time	Timezone	Read	Read_Unit	Read_Met	Flow_Time	Flow_Unit	Flow	Register
1015602	06-0013	06-0013	3/1/2024 23:59	US/Mount	210307.1	GAL	Network	3/1/2024	Gallons	42.3	single
1015602	06-0013	06-0013	3/2/2024 23:59	US/Mount	210412.9	GAL	Network	3/2/2024	Gallons	105.8	single
1015602	06-0013	06-0013	3/3/2024 23:59	US/Mount	210489.3	GAL	Network	3/3/2024	Gallons	76.4	single
1015602	06-0013	06-0013	3/4/2024 23:59	US/Mount	210596.8	GAL	Network	3/4/2024	Gallons	107.5	single
1015602	06-0013	06-0013	3/5/2024 23:59	US/Mount	210723.5	GAL	Network	3/5/2024	Gallons	126.7	single

First Water System in WA to Deploy

Eastsound Water is the first water system in Washington to fully deploy this system. EyeOnWater's capacity has the potential to significantly improve our water system's efficiency, helping reduce overall water use by 10% through early leak detection.

Your EyeOnWater account is uniquely yours and is accessible only by your secure login. No other Eastsound Water members have access to your water use history or your EyeOnWater site

Thank You

We’re looking forward to more in 2025!