

**April 2012**

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## **24 HOUR FLOOD HOTLINE (509) 586-8000**

*Watch for leaks and cracks that may have been caused by freezing over the long winter.*

*Non-Flood Emergency, General Customer Service (509) 586-9111 ext. 2*

*or [customerservice@kid.org](mailto:customerservice@kid.org)*

## **A Message From Gene Huffman, Board President**



The cooperative partnership of our rate payers, volunteers, KID staff, management and Board of Directors have all factored in for a very successful year. Teamwork is essential!

During the fall of 2011 and spring of 2012, the operation crew completed the installation of over 3 1/2 miles of EPDM canal liner which helps reduce the risks of canal breaks, reduces the amount of aquatic weed control chemicals needed and results in a measurable amount of water conservation. The success the operation crew experienced was supported by the engineering department and office management staff as well. We're moving forward in the 21st century utilizing technology in all the departments of KID from operations to customer service. It is teamwork that has allowed the District to maintain the assessments without an increase for the past 3 years.

One of our essential projects this year will be design completion for 1,785 acres in a LID on Red Mountain which lies within the American Viticultural Area (AVA) for growing wine grapes. At the present time, we are near completion of the 30% design phase of the Red Mountain project.

I would like to recognize the rate payers for their cooperation during last season's (2011) accomplishments and I look forward to continued cooperation for an even better season this year. I also want to recognize the important work of the staff. It is their hard work and dedication that continues during the months the water is off that prepare our canals for each irrigation season.

Last but not least, I want to thank the other board members and District Manager for their continued support for the success of KID. Everyone working together creates a very successful year!



We continue to upgrade and update the district web site ([www.kid.org](http://www.kid.org)). A complete redesign is under construction and will roll out by this fall. We encourage you to tour our website. The KID website is a great source of insight to district activities, information, and resources to help you get the best out of your irrigation system. You now have the capability to check your account balance and make payments online. You will need to set up a profile with the phone number KID has on file for you.

You can call Customer Service to verify or add your phone number at (509) 586-9111 ext. 2 or send an email to [customerservice@kid.org](mailto:customerservice@kid.org) and leave your phone number information.

## *How Things Work*



KID conveys 7 times the amount of water the City of Kennewick does on a typical August day! Over 33 billion gallons of untreated Yakima surface water are delivered through the heart of the Tri-Cities each year. Water is delivered via a diversion dam at Prosser on the Yakima River under a contract with the United States Bureau of Reclamation (USBR).



The KID's water right allows diversions to begin on April 1st each year. It takes about two weeks to flush and fill the 74 miles of canal. In addition, there are over 400 miles of piping.

It takes 36 hours for the water to get to central Kennewick and 24 hours to drain the Main Canal in an emergency.

Richland and Kennewick do not have the water rights, pumping, piping or reservoir capacity to provide irrigation water. The City of Kennewick estimates that an investment of hundreds of millions of dollars would be required to increase capacity to supply irrigation water to its residents. The City of Richland estimates that it would require tens of millions of dollars to supply south Richland with irrigation water. In each case, the water rates in each city would need to rise dramatically to recover the cost of the investment.

Kennewick Irrigation District employees and Directors are community members and your neighbors. We are stewards of a precious resource and an integral part of the economic vibrancy of our community.

The current KID Board of Directors came into office with a purpose of leading KID into a culture of greater transparency and customer service. Strong values of honesty are not only embraced, but required, at all levels of the organization.

KID has a new management team charged with holding employees accountable and working with the Board to implement policies that make doing business with KID more streamlined and clear.

KID is a Federal Bureau of Reclamation project, and applying federal rules can make proposed projects more complex. KID staff endeavors to provide clear direction through the sometimes cumbersome process.

# Help Make Your Lawn More Drought Resistant:

- Deep water every 2 to 3 days.
- One inch of water per week in July and August is sufficient. When it is hot, add days per week rather than minutes per day. Strong roots make your lawn tolerant to heat stress.
- Grass that is a dull blue-green color needs water. If you step on the grass and the blades in your foot-print bounce back right away, your lawn does not need water.
- Set your mower blade high. Cutting the grass too short promotes shallow roots and weed growth.
- Fertilize on the holiday schedule: Memorial Day, 4th of July, Labor Day and Thanksgiving. Follow the fertilizer label instructions...over fertilizing promotes disease and weak roots.



**Please work with your neighbors to stagger watering schedules!**

**KID cannot do it alone! Did you know there are over 22,000 KID customers? Each customer gets 3.5 acre feet of water per year (42 inches from April to October).**

KID's canals act as reservoirs, but between 5:00 a.m. and 10:00 a.m., residential water users create a spike in demand which is about five times higher than the rest of the day. KID's system is not built to handle that kind of water usage. The system was designed for farmers who have to plan and order water, not the highly urbanized population centers that expect water to be available on demand. Watering at mid-day is good because it spreads out the demand.

**COMMUNICATION** ...We are committed to finding the best way to serve our customers and listen to the opinions of people in the community. From reaching out to various customer groups by holding public meetings to working on creating a more useful website, KID keeps striving to improve communication with District customers. We want to hear customer concerns and suggestions. Customer feedback helps us to continue to improve. We want to provide the highest level of customer service to meet your needs.



KID proudly offers a Helping Hands program. Your generous donations along with KID contributions are distributed through the Community Action Connection of the Tri -Cities to KID customers who may need assistance with their irrigation payments. Donations are accepted in any amount. Just check the box provided on your billing statement indicating you would like to contribute to the Helping Hands program and include it in your payment.

If you, or if you know of someone who could use assistance, please call or check our website for more information. Thank you!







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## **Do you pay irrigation assessments to KID but are unable to access the irrigation water?**

You may qualify to relegate your water allotment and be removed from the KID assessment roll.

**NOTE: You do not qualify to "opt out" of your assessment if you currently have access to KID irrigation service - this includes private line areas.**

**THE RELEGATION APPLICATION PERIOD IS OPEN  
MARCH 1 - MAY 31, 2012 FOR THE 2013 ASSESSMENT YEAR**

**An intake appointment is required to submit an application. This ensures the application is complete and all requirements have been met.** Information, instructions and application forms are available to download at [www.kid.org](http://www.kid.org) or you may pick up an application packet at our Administration Building located at 12 West Kennewick Avenue, Kennewick, WA 99336. Call Lynda Rosenbaum at (509) 586-9111 ext. 120 for questions or when your application package is complete to schedule an appointment.

**Allocations of new or additional water to irrigate previously non-irrigable parcels of land are not available for 2013.**

**REMEMBER...APPLICATION DEADLINE IS MAY 31, 2012!**