

The Aquifer



Phone: (253) 845-1542 • Fax: (253) 845-4728 • 10408 144th St E, Puyallup, WA 98374

Regular Business

Hours:

7:30 AM to 4:00 PM*

Monday – Friday

Closed on Saturday and Sunday.

*If you have an after-hours emergency, please call 253-948-6780 to reach our after-hours technician.

General Manager:

Larry Jones

Board of Directors:

Nancy Donovan

Austin Fisher

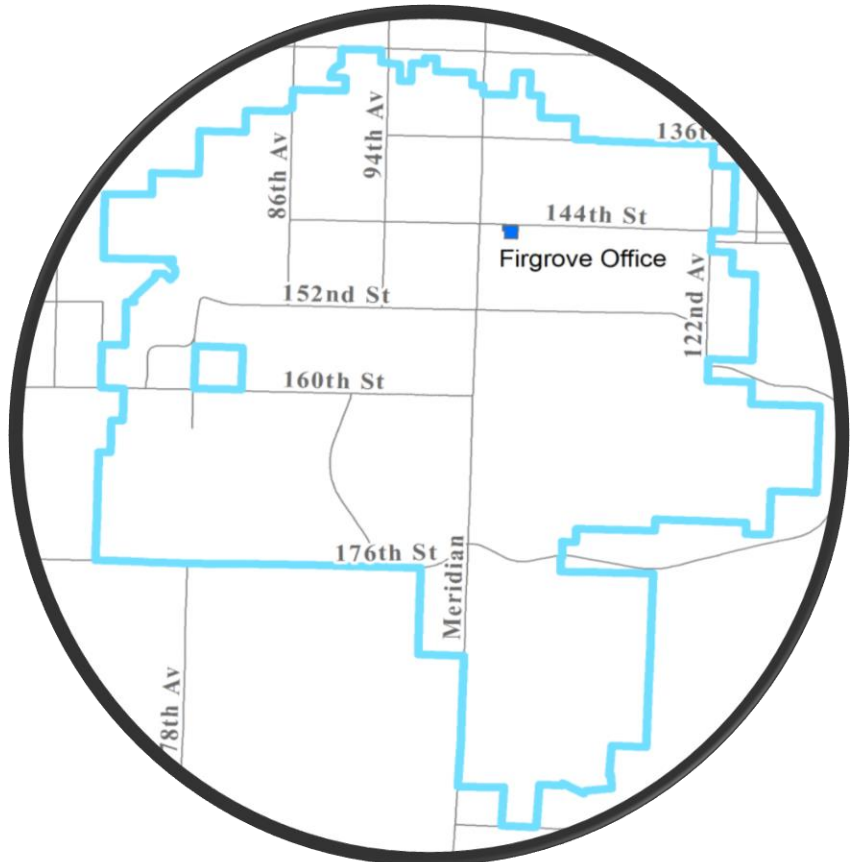
Mitchell Hinds

Donald Rose

Scott Williams

Please visit us at

www.firgrove.org for more information.



Firgrove's office is located on the East side of Meridian Ave E, on 144th St E.

Mission Statement

It is the mission of Firgrove Mutual Water Company to provide high quality drinking water and excellent customer service. We will maintain the balance of quality service and cost effectiveness that best benefits our customers. We will be an integral member of our community through positive and supportive actions as its water purveyor. We will be environmentally responsible and responsive to the needs of economic development.

Help Save Some Water This Summer!

If you are trying to save some water and money this summer, there are several ways you can do so. One of the most effective ways to achieve this is to follow a watering schedule during the summer months.

00-30	31-60	61-99

Use the key above to see which color pertains to the last two digits of your house number.

							MAY						
SU	M	T	W	TH	F	SA							
						1							
2	3	4	5	6	7	8							
9	10	11	12	13	14	15							
16	17	18	19	20	21	22							
23	24	25	26	27	28	29							
30	31												

							JUNE						
SU	M	T	W	TH	F	SA							
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27	28	29	30										

							JULY						
SU	M	T	W	TH	F	SA							
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25	26	27	28	29	30	31							

							AUG						
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1	2	3	4	5	6	7							
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22	23	24	25	26	27	28							
29	30	31											

Another way you can reduce water usage this summer is to check your home for small leaks. Review the table below to see how a small leak can affect your consumption in a very large way.

Leak size		Gallons Per Day	Gallons Per Month	Cubic Feet Per Month
•	1/32" leak consumes:	264	7,920	1,058
••	1/16" leak consumes:	943	28,300	3,783
•••	1/8" leak consumes:	3,806	114,200	15,267
••••	1/4" leak consumes:	15,226	456,800	61,070

You can also contact the Firgrove office to check your address for water conservation kit availability. If one has not been distributed to your address, we can deliver one to you.

Firgrove's Payment Options:

While the office remains closed to the public due to COVID-19, Firgrove's payment options have changed. Firgrove has begun taking card payments over the phone. In addition to this, you can pay with cash, check, or money order in our 24 hour drop box. You can also mail payment, remit payment using your bank's online bill pay service, or you can sign up for auto pay. If you need assistance paying your bill, a list of assistance agencies can be found at:

<https://www.firgrove.org/forms/000127.pdf>

If you have any questions regarding these payment options, please give the Firgrove office a call.



Stay Alert, Stay Aware

In times of crisis, it is especially important to stay alert to scams posing as your utility companies. Scammers can be clever and will sometimes use times of high anxiety and stress to take advantage of unsuspecting victims. It is worthwhile to note that Firgrove will never:

- Send field workers to collect payment for your account
- Call on weekends requesting payment
- Call demanding immediate payment to avoid service disruption

During the pandemic, Firgrove is not charging late fees or disconnecting water service. Flexible payment arrangements are also available if needed.

Firgrove's 2020 Consumer Confidence Report will be posted on our website on July 1st, 2021. The link for this at that time will be www.firgrove.org/ccr2020. If you would like a copy mailed or emailed to you, please notify the Firgrove office and one will be sent to you once it becomes available.

SPRING/SUMMER 2021 HOLIDAY CLOSURES:

MEMORIAL DAY: MAY 28TH & MAY 31ST

INDEPENDENCE DAY: JULY 2ND & JULY 5TH

LABOR DAY: SEPT 3RD & SEPT 6TH

Peak Times and Day Rates?

Customers may find themselves wondering if Firgrove has peak usage times that result in elevated day rates during high consumption months over the summer. Firgrove currently charges a consistent rate that does not change due to time of day, month, or year. For details on current rates please visit:

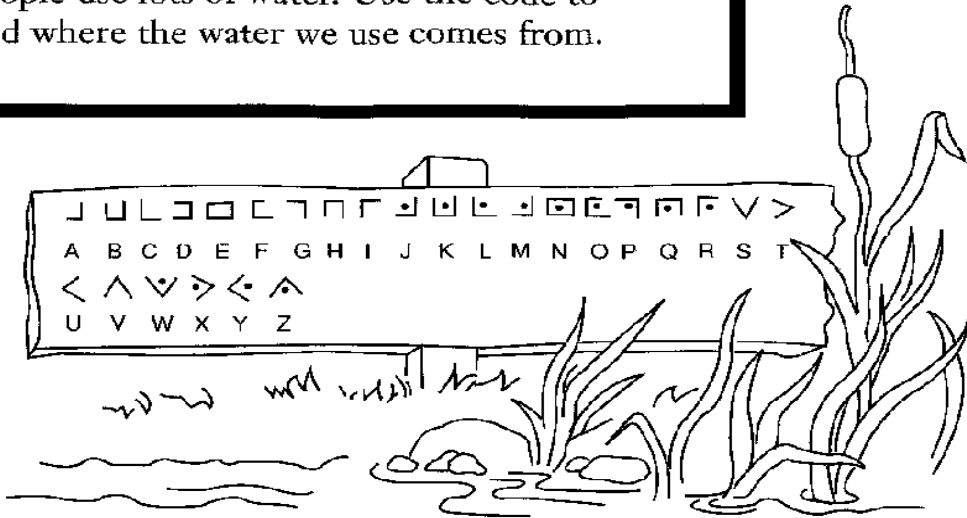
<https://www.firgrove.org/forms/000111.pdf>

Another question often asked is, why is the water pressure occasionally lower during certain times of day? This dip in pressure is not intentional. During the summer months, if you experience low water pressure early in the morning or late in the evening, it is usually because more people are pulling from the water system. This may be due to people getting ready to leave for work, arriving home from work, or watering their lawns. If water pressure dips and does not shortly return to normal, please notify Firgrove as further investigation may be needed.

Fun Stuff for the Kids

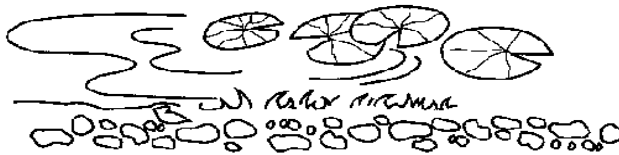
People use lots of water. Use the code to find where the water we use comes from.

J	U	L	Q	O	E	T	N	F	A	B	E	E	R	R	F	V	>		
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
<	^	v	>	<	^														
U	V	W	X	Y	Z														



V O < V O V J > O F E F E E T N E V J J
 F F A O F V > H F V F V L J E E O O V < F E J L O

V J > O F



V E J O V J > O F L E J O V E F E E V O S E V
 < O O F > H F < E F < O O > H F V F V
 L J E E O O F < E F < O O V J > O F