

October 2026 Newsletter

Please submit questions/comments to admin@sallal.com.

Incoming Software Update	We will be transitioning to new billing software, Springbrook, in Spring 2027. This upgrade is intended to improve our billing processes and help us serve our customers more efficiently. We will share additional information about the transition and any changes that may affect your account or payment options as the rollout date approaches.
Rate Increase	Please be advised that Sallal will be increasing rates effective January 2027 due to rising costs. Additional information will be shared soon.
Account Contact Information	As we prepare for our upcoming software upgrade, please take a moment to ensure we have your current phone number and email address on file. Keeping your contact information up to date helps us communicate important notices and ensures we can reach you promptly in the event of a water emergency. You can call the office at 425-888-3650 or email admin@sallal.com.
Member Education – Fall Preparation	As we are fully embracing fall and looking towards winter, please help our staff work safely and efficiently by keeping your meter boxes/areas clear of debris. • Cover/insulate your outside spigots. • Wrap pipes that are exposed to outside with pipe foam or heat tape (check with your local hardware store). • Whenever the outside temperature drops below 32F, leave an internal faucet dripping (slowly). • If you have an irrigation system, call your service company to have them winterize your system.
Member Education - Freezing Meters	Luckily, it is rare that a meter freezes in the winter at Sallal. Sallal's meters are in meter boxes that are flush with the ground and are well insulated with the soil around them. It is rare for our customers to have their meter freeze if they are using water daily. If a meter does freeze, often the property is vacant, or the homeowner is on vacation during a very cold spell. However, if you feel the need to insulate your water meter to keep it from freezing, **DO NOT** use fiberglass insulation. Once fiberglass insulation becomes wet it has no insulation value, and it becomes a mess. To insulate your meter, you need some sort of flexible closed cell insulation (foam) that retains its' insulation value even when wet. Surprisingly, certain packing materials work well for meter insulation. The white foam sheets you sometimes get around new electronics are good insulation. Please contact us if you have any questions.