

Hayden Lake Irrigation District



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Monthly Billing Customers

The District would like to remind our monthly bill cycle customers to be cautious with their water use in the upcoming months. In the colder months, water bills can be minimal. It is common to have a water bill under \$20.00 in the colder months. Customers are not outside as much and watering does not occur. However, in the spring and summer months, outdoor activities are common and customers water their lawns. This will result in higher water bills that could be as much as \$50.00, or more, per month during the summer months. Keep in mind, if you are a monthly customer, you do not receive an allotment and are charged for the water you use on a per thousand gallons basis. You can find the rate tier on the District website at Haydenirrigation.com.

In preparation of the summer months, some District customers have established a comfortable payment plan, paying extra monthly to create a credit on their account for summer use. This is not required by the District but it could be helpful to set a budget. Only customers have control over their water bills so they should plan ahead and expect increased water bills in the warmer months.

Frozen Pipes

The weather can be brutal and pipes can freeze. **DON'T TAKE CHANCES.** If you turn on your faucets and nothing comes out, leave the faucets turned on and open the cabinet doors. Try thawing the pipes with a hair dryer. Start by warming the pipe as close to the faucet as possible, working toward the coldest section of pipe. If it doesn't thaw quickly, call a plumber. If you suspect that your water pipes have frozen or burst, turn off the water at the main shut-off valve in the house and leave the water faucets turned on. Make sure everyone in your family knows where the water shut-off valve is and how to open and close it. If there is an emergency and you do not know how to shut off the water, you may contact the District office and a technician will turn the water off at the meter box. But, please know, if you call after hours or on the weekend, an after hour service charge may be applied. **WE DO NOT RECOMMEND** leaving water running. While this can be an effective way to prevent freeze-ups, you could end up with high water charges. **NEVER** try to thaw a pipe with a torch or other open flame.

District Updates

LACEY TANK: The project is on schedule. The foundation is in place. Work will resume on the tank in the spring, after there is no risk of the ground freezing. The District has obtained the necessary building permit and expect the project to resume as soon as the weather permits. The new tank should be in place by the end of the year, but will not be operational until the July 2022 irrigation season. This will eliminate the need for the District to exercise an odd/even water schedule in the future.

RAMSEY BYPASS TO LANCASTER PROJECT: The City of Hayden has received funding which is earmarked for a construction project. The project will wrap around Buckles Avenue, the west side of Reed Road, in an "L" shape, past the airport. The District has a waterline in the area of the construction project. The District has the opportunity to piggyback on the project and extend the waterline down Buckles while the City of Hayden has the area under construction. This would allow the District to abandon an aging infrastructure located in some of our customers' backyards, relocate them to the street, and loop our mains. The District plans to prepare the drawing for Phase 1A immediately and prepare Phase 1B to tie in and move towards Lancaster. This project could start in the fall of 2021, but an exact date is not set. It is the District's goal to eventually bring a 10" or 12" line from north Ramsey to the airport. Surveying for the project has already begun. The District's portion of the project will be 100% funded by the District from the Capital Improvement and Replacement Accounts. The project will not require additional funding and will not result in an ultimate rate increase to our customers.

LACEY WATERLINE: The District intends to extend a waterline down Lacey, to be connected to the Reed/Ramsey waterline. The construction will extend the line down Lacey, just past Beniot. The line is extended to the front of property lines and will allow the District to abandon a 20" aging steel mainline located in some customer's backyards. With the Buckles and Lacey projects expected to take place in 2021, the District will be under construction more than usual in 2021. But, the District expects the new lines to be very beneficial to the District to replace a 60 year old infrastructure not located in a good location.

WEBSITE UPDATE: The District website is outdated and in need of an upgrade to better serve the District customers. The District approved a budget for public involvement involving the tank and the website can assist the District with the public involvement. The website will be linked to the District's Facebook page for customer convenience. A section of the website will be laid out in a blog format to update customers of important issues, such as scheduled water outages or unexpected breaks. Customers wishing to receive important updates can provide an email through the website. The estimated time frame for completion of the project is three months.

Backflow Assembly Testing

With all the new homeowners in the area, the District wanted to remind people that an annual backflow test is mandatory. It may be cold and snowy right now but spring will be here before we know. It is wise to plan ahead and call a tester before it is too late.

Assemblies must be tested annually; lawn sprinkler systems must be tested when the system is recharged (turned on) and/or prior to **June 30th**. The system does not have to be operating by June 30th but a passing backflow test must be submitted to the District.

Here are a few tips we believe may be helpful in completing your test in a timely manner: 1) Schedule your test early. Remember, testing early does not mean sprinklers need to be running. However, if you turn your sprinklers on, you must have a backflow test within two weeks of the turn-on date. 2) Get a copy of the test results for your files. 3) Make sure the tester tags the assembly with the test date, results and their name.,

If your backflow test fails and your backflow assembly is a Double Check (DC), you can repair the device but not replace it unless you have an existing RP in place at the premise as well. The State Plumbing Code states a DC is not a sufficient form of protection for a sprinkler system as the device is only for low risk protection. If a replacement is required, you must change your backflow assembly to a Pressure Vacuum Breaker (PVB) or a Reduced Principal (RP) backflow assembly.

The District will be adding a line on the postcard bills which will inform you if your backflow test has not been received. Please pay attention to the information. If we have not received your test, the postcard will show the test as due. We are looking forward to a successful season and are available to answer any questions you may have. We appreciate your cooperation in ensuring our water system remains the high quality we are all accustomed to.

Irrigation System Activation



The District will be activating the irrigation systems starting May 3rd, weather permitting. This will only affect customers who have a separate irrigation meter or are irrigation only customers. We activate the system when there is a low chance of freezing. For any property without appropriate backflow protection, your irrigation service will not be activated. We will tag your home so you are aware of what needs to be done before we can activate your system. If repairs are necessary on a customer side, we will leave a tag on your door notifying you what repairs are required by the owner. Once the irrigation meter is activated, we will hang a tag on your door to confirm your irrigation service is up and running. The backflow assembly will need to be tested by a certified backflow tester within 15 days of the date on your tag. Please remember to follow the odd/even watering schedule. Remember, it is the homeowners responsibility to monitor usage and look for leaks.

Summer Watering

The District will continue the odd/even watering schedule as a part of our conservation plan for 2021. With the new water tank under construction, we hope this will be the last year the water schedule is required. However, since this winter has been mild and our area did not receive as much condensation as usual, we ask that our District customers be a little more conservative this year and follow the odd/even schedule carefully. Your lawn does not need to be watered everyday to be lush and green. Please set the sprinkler timers to run on the odd or even date in accordance with your address, depending upon whether your address ends with an odd number or even number. If this setting is not available, set your sprinkler for every other day and begin the setting on either the odd or even day, again depending on your address.

If you count the number of days in a month, at some point you will be watering on the opposite odd/even date. The District understands this and you do not have to reset your timer. The other homes will also be watering on the opposite odd/even date so as a whole the District will still be on an odd/even watering schedule. The odd/even schedule will allow customers to maintain landscaping to the level to which they are accustomed, while reducing temporary peak seasonal demands on the water distributions system. Thank you for your understanding and cooperation with the odd/even schedule.

Meter Reading



The District reads meters on the last two business days of every month. During this time, our vehicles drive slow and make frequent stops. Please do not follow too close behind the District trucks. Once the meters are read, our technicians must analyze the information and manually verify any zero usage reads. The District requests our customers be aware of their surroundings and cautious of slow moving vehicles.

Important Dates to Remember:

- *Backflow Assemblies must be tested by June 30th.*
- *Board meetings are held at 5:00 PM, the first Tuesday of every month.*
- *Week of May 1st, District's irrigation systems are activated (weather permitting)*



**Know what's below.
Call before you dig.**

It is the responsibility of the person digging to call 811 to prevent damage to underground utilities and possible personal injury from damaging underground facilities. Remember to dial 811 or 800-428-4950 before digging **for any reason, at any depth**. One call notifies all local utility companies of your intent to dig. Please call 2-10 working days prior to excavation. For more information visit www.call811.com.