

HAYDEN LAKE IRRIGATION DISTRICT

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www.haydenirrigation.com

QUARTERLY BILLING CYCLE

Welcome to the District

The Hayden Lake Irrigation District provides water service to your home. The District is governed by a three-member board, elected by landowners residing in the District. Our board meetings are held on the first Tuesday of every month at our office beginning at 5:00 pm. Our office hours are Monday–Friday 7:00 am - 5:30 pm, we are closed holidays. We communicate to our customers through our website newsletters and, coming soon, Facebook. Newsletters are sent annually and updated quarterly on website. Our website is updated regularly. We encourage you to visit the website, read the newsletters and call with any questions. As a landowner within our District, you have the right to be an active participant.

Hayden Lake Irrigation District provides irrigation and domestic (drinking) water to our customers. All water supplied by the District, irrigation and domestic, is drinking water quality. The District sends five bills per year; one Irrigation Assessment and four quarterly Domestic water bills.

The District has implemented an odd/even water schedule for customers to follow regarding lawn and landscape irrigation. Please set your sprinklers timers to run, at the most, every other day and begin the setting on an odd date if your street address ends in an odd number; or begin on an even date if your street address ends with an even number. New lawns (sod, seed or hydroseed) may be watered daily until established.

Irrigation Assessment

Irrigation Assessments are charged annually to parcels one acre or over within the District. To determine your irrigation allotment, multiply your acreage by 326,000. All water used in excess of the allotment is charged at a rate of \$1.62 per 1000 gallons. Failure to pay the irrigation assessment will result in penalty and interest charges as well as possible termination of your water service. For any portion of the assessment beyond the month of June that remains delinquent, a lien will be filed against the property.

Irrigation Assessments are billed in the fall and are due by December 20th of that year. If the first half is paid by December 20th, then the second half is due by June 20th of the following year. No additional statement is sent for the second half.

Domestic Billing

Domestic (drinking) water is billed by calendar quarter. Current rates can be found on our website under About Us - Billing Rates. No credit is given for any portion of water allocation not used by the end of the quarterly billing cycle. All water used in excess of the allocation is charged at a rate of \$1.62 per 1,000 gallons.

Domestic bills are sent at the beginning of the following months and are due by the end of that month:

<u>Month Billed</u>	<u>Water Usage Period</u>	<u>Allotment</u>
January	October, November and December	20,000 gallons per quarter
April	January, February and March	15,000 gallons per quarter
July	April, May and June	40,000 gallons per quarter
October	July, August and September	45,000 gallons per quarter

Email & Text Message Reminders

We will send out a reminder email or text message when bills have been mailed, bills are approaching due date, the second half irrigation assessment is due and for backflow testing. If you would like this reminder email or text message sent, please provide your property address, email address or, if electing a text message, your cell phone number and carrier. For example:

district@haydenirrigation.com or 208-555-1234 with Verizon. Please contact us via our website or call us to be added to the list. We will **never** sell or forward your information to anyone for any reason.

Meters:

The District has a 10-foot easement surrounding the District meter box/vault. The planting of shrubbery, trees or bushes within a 10-foot radius of the District meter box/vault is prohibited and will be considered an obstruction, which may be removed at the homeowner’s expense. The building of sheds, carports or other solid structures, that cannot be removed within a 2-hour period, are strictly prohibited within the easement surrounding the District water main and/or valves (if present). If a repair or replacement of a water main or valve must occur, these structures will be considered obstructions and can be removed at the homeowner’s expense. District employees must be able to access the water meter at all times. If the meter lid has been covered with rock, bark, etc., it will be uncovered at the homeowner’s expense. The District prefers snow cover be left on the meter box, we will remove the snow if we need access to the meter. However, please do not pile excess snow on the meter box. The District reads the meters monthly.

Terms of payment

All past due charges and current charges are to be paid by the due date.

Delinquent Accounts will be charged the following:

- Late Fee: \$15.00
- Penalty: 2% of past due balance
- Interest: 1% per month on past due balance
- Door Tag Fee: \$20.00
- Services disconnected for non-payment: \$25.00

The District will post a disconnect notice on the door with date and time for disconnection before service is disconnected. Account must be paid in full before service can be restored. If a second notice is posted, it will be for a maximum of 24 hours before disconnection and an additional Door Tag Fee will be applied to your account.

Accepted Payment Methods:

The District accepts cash, cards and checks at the office, checks or credit/debit cards on our website and credit/debt via the telephone.

We use a third party for all card payments made at the office, on our website or via the telephone; there is a flat rate fee charged to the customer if you elect to pay via your checking account or credit/debit card. The fee is \$.95 flat rate for using your checking account online, with no maximum charge amount, and \$2.95 flat rate for credit/debit cards with a maximum charge amount of \$300.00 dollars.

Website Account Access:

All customers have access to their account information on our website. Customers can view their account balance, past invoices, determine if payment has been received, elect to go paperless billing, schedule a payment for a future date, set up for auto-withdraw and elect to pay with their checking account or credit/debit cards. There is no fee charged to log in and view your account or request paperless billing. If you elect to pay via scheduled payment, auto-withdraw or over the phone, the same flat rates apply as listed above. You can view your account and pay your bill using your credit/debit card or checking account by clicking on the “To View or Pay Water Bills Online” link.

Website:

We use our website as a method of communicating with our members. If there is a water outage, it will be posted on the website, under “Announcements”. Our current billing rates, water allocations, past meeting minutes, newsletters and drinking water quality reports are posted. You can also find the current certified tester list for your backflow testing. Overall, there is a lot of great information about our history and the water supplied to you. Please visit our website at www.haydenirrigation.com.

Again, welcome to our district. If you have any questions, please call us at the number listed above or e-mail district@haydenirrigation.com.

Sincerely,
District Board and Staff