

HAYDEN LAKE IRRIGATION DISTRICT

2160 W. Dakota Ave.
Hayden, Idaho 83835
(208) 772-2612 ♦ FAX (208) 772-5348
www.haydenirrigation.com

IRRIGATION ONLY

Welcome to the District

The Hayden Lake Irrigation District provides irrigation 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 the District office, starting at 5:00 pm. Our office hours are Monday–Thursday 7:00 am - 5:30 pm, we are closed holidays. We communicate with our customers through our website, newsletters and Facebook. Our website is updated monthly. We encourage you to visit the website 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 your irrigation water. All water supplied by the District, irrigation or domestic, is drinking water quality. The District sends one Irrigation Assessment and one bill for excess water, if any is used. The Irrigation Assessment will arrive in November and excess water bills are sent in October every year.

Irrigation Assessment

Irrigation Assessments are charged annually to each parcel within the District. To determine your irrigation allotment, multiply the assessed acreage on the front of the statement by 326,000. For parcels less than one (1) acre you receive an irrigation allotment based on the percentage of 326,000 gallons. All water used in excess of the allotment is charged at a rate of \$1.79 per 1000 gallons. Current rates can be found on our website under About Us - Billing Rates.

Failure to pay the irrigation assessment will result in penalty and interest charges as stated under Terms of payment.

Irrigation Assessments are billed in the fall and can be paid in two parts. The first half is due on or before December 20th every 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.

Email & Text Message Reminders

If you would like to receive email or text messages when bills are mailed, due dates are approaching, and the second half irrigation assessment is due, please visit our website at Haydenirrigation.com, click on the blue link on the right side of the home page “To View or Pay Water Bills Online” and register your account. You will need to have your account number available to register your account. If this is a service you would find helpful, please visit the website. If you have any questions, please contact the District office or email the District at: district@haydenirrigation.com. We will **never** sell or forward your information to anyone for any reason.

Terms of payment

All past due and current charges are to be paid by the due date posted on the quarterly bill.

Delinquent Accounts will be charged the following:

- 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 and checks at the office; checks or credit/debit cards on our website or via telephone.

We use a third party for all payments made on our website or via 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 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 or 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. There is a flat rate fee charged if you elect to pay via your checking account or credit/debit card. If you elect to pay via scheduled payment, auto-withdraw or over the phone the same flat rates apply as listed above.

Website:

We use our website and Facebook page (notifications only) as methods of communicating with our members. If there is a water outage, it will be posted on the website, under “Announcements” and posted on the District Facebook page. Our current billing rates, past meeting minutes, newsletters and drinking water quality reports are posted on the website. 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

HAYDEN LAKE IRRIGATION DISTRICT

Conservation

Conservation of the water resource makes sense. The District uses the Rathdrum Prairie Aquifer as its sole water source. The aquifer we rely on is productive and stable; however, all resources have their limit. For that reason we all need to use water wisely. The District's production of water for our customers increases dramatically during the summer. This increase is due to watering lawns, gardens, landscape and irrigation of crops. The District has taken the approach of education rather than dictation when it comes to water use. For as long as our customers manage their water use wisely, we hope to be able to continue the education method of conservation. Following these guidelines will help in conservation and may reduce the risk of excess water charges.

As the population increases, not only in our district but throughout the region, wise use will become more and more important. To this end we are providing a few suggestions to help conserve water.

- **When to water** – Watering in the morning or evening is most efficient. Watering in the heat of the day can cause evaporation rates of 50% or greater, that means half of the water you pay for is going into the sky. Watering during windy periods has the same effect.
- **How much to water** - Many people over water lawns and landscape. Too much water will promote shallow root growth and may increase plant diseases. This will result in a weak plant, which can allow increased weeds and often results in application of more fertilizer and herbicides. Those end up in our aquifer. Established lawns should be able to sustain watering once every few days, and no lawn except a newly planted one, needs watering more than once per day. One recommended application rate is 1” per week, including rain water. However, this may result in excess water charges.
- **How to water** - Water the lawn and landscape. Don't water the drive, street and house, they won't grow. Learn how to read and set your automatic sprinkler timer. By reducing the time, or the frequency of watering you may be able to reduce the amount of water without affecting the quality of the landscape. Make small changes over time.
- **Type of landscape** - Consider low water use landscapes along with smaller lawn areas and trees. Trees provide shade which help cool your home, reducing power consumption, shade the lawn and landscape reducing the amount of water necessary. Ground cover can offer a nice alternative to lawn grasses in landscapes. Mechanical weed blocks are also a good method where barks, gravels, or other waterless decorative ground cover will be used.
- **Maintaining your landscape** – Allowing lawn grasses to grow longer during the summer reduce the amount of water needed due to additional shading of the soils. We recognize some homeowner associations have determined an acceptable lawn length within a subdivision, and many people have their own ideas on proper lawn length. Personal preferences aside, longer lawns do provide more shade and reduce water needed during the heat of the summer.

The District recognizes the importance of conservation of the aquifer and encourages wise and necessary use by its members. Please help us in this by not dumping contaminants on the ground and using the water wisely.

If you have any questions please call us at 208-772-2612 or e-mail district@haydenirrigation.com.