

Hayden Lake Irrigation District

April 2015



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Important Dates to Remember:

- *Backflow assembly tested when irrigation system is turned on or by June 30th.*
- *Week of April 27, District's irrigation system activated (weather permitting).*
- *May 5th Board Meeting at 6PM*
- *June 2nd Board Meeting at 6PM*
- *June 20 - 2nd half irrigation payment due*

Odd/Even Watering Schedule

On several occasions in 2014 the District was unable to meet water demand in spite of running at full capacity. When demand exceeds capacity the water system loses pressure and eventually depressurizes. Depressurization can happen very quickly, and presents a significant health concern. The demand which caused these situations was from lawn irrigation systems.

There are two solutions to this problem; one is to increase supply, the other is to reduce demand. The Districts approach will be to use both.

To increase supply we drilled a new well in the fall of 2014, and we are working on a location to construct a new storage tank. Both of these will represent significant capital investments. The District will be completing one of these in the coming year.

To reduce demand we are implementing an odd/even water schedule for customers to follow regarding lawn and landscape irrigation.

Please set your sprinkler 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 hydro-seed may be watered daily until established.

While most of us enjoy having a lush, green landscape during the height of our outdoor activities, the large number of us watering at the same time causes stress to the water distribution system. Alternating our outdoor water days helps conserve valuable water resources and assists the District in meeting peak summer demands.

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 distribution system.

We thank you in advance for your understanding and cooperation with the new schedule.

New On-Line Information & Payment Provider

We want to offer our customers the ability to access their account information via our website. We researched several providers and we are excited to announce we found a firm that meets the criteria we were looking for. We have been working with our new On-Line Payment Provider over the last few months and have an anticipated go-live date of May 5, 2015.

The new On-Line Payment Provider has many new services to offer our customers. Customers will be able to log into the system and see their account balance, prior invoices, payments received, elect 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 card.

There is no fee charged to the customer to log in and view their account or request paperless billing. There is a flat rate fee charged to the customer if you elect to pay via your checking account or credit/debit card. The new fee is \$.95 flat rate for using your checking account and \$2.95 flat rate for credit/debit card with a maximum charge amount of \$300.00 dollars. We will also have the ability to accept payments over the phone. If you elect to pay via scheduled payment, auto-withdraw or over the phone the same flat rates will apply.

We know announcing this before the go-live date is a bit unusual, however we wanted to let our customers know about the new service and its anticipated availability date. Please check our website www.haydenirrigation.com for the upcoming change. The home page will be updated and have a new look once we are live with the new provider.

Irrigation System & Backflow Testing

The District will be activating the irrigation system starting April 27th, weather permitting. This will only affect customers that have a separate irrigation meter. 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 take place before we can activate your system. If repairs are needed on the customer side, we will leave a tag on your door notifying you what repairs are needed to be completed 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.

For customers having less than one acre; irrigation systems (typically lawn sprinkler systems) can be activated at any time. Lawn sprinkler system backflow preventer must be tested by a certified backflow tester 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 received by the District.

The District sent a letter to all customers in March as a reminder to have the backflow assembly tested. We will send another letter 30 days before the June 30th due date. The District will track assemblies in our software and if test results are not received by June 30th, we will send a final letter to have the backflow assembly tested within 10 days. The final step is a door tag notice of disconnection. If this is necessary, there is a \$20.00 door tag fee applied to your account. If assemblies are not tested the District may terminate water service until the assembly is tested and found to be in working order. If water service is terminated there is a \$25.00 disconnection fee applied to your account.

We appreciate your cooperation in preventing contamination of your water.



Water Leaks



Our water meters have a leak detector. The leaks are recorded in our software and analyzed by our service techs. If we suspect there is a leak, we will communicate with you or place a notice on your doorknob. We have created a document to help you determine where your leak might be. This document is available at our office or on our web site under Your Water—Our Conservation Program at the bottom of the page. Customers have repaired several leaks over the last 6 months, thank you in helping to conserve water. Please remember all meters are the property of Hayden Lake Irrigation District and our responsibility only goes so far as the meter. Any leaks downstream from the meter is the responsibility of the property owner. *We appreciate our customers attention to leaks*



**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.

Utility location service is free—repairs for damaged facilities, medical expenses are not. Please call 2-10 working days prior to excavation. Before you call, please have ready the following information: street address or legal description, contact person, phone number and what type of work is to be performed. For more information visit www.call811.com.

High Water Use



We read the meters at the end of each month and analyze the data. We determine each month what we would consider high use based on the past usage on the property and/or the time of year. We will come out to the home and verify the read is correct, visually inspect the meter for any leaks, data log the meter if possible and if the read is correct and there are no leaks we will communicate with you or place a yellow notice on your door alerting you to the high use. Data logs show when the water was used over a period of time. We can't data log all meters, but we data log when possible and keep the reports on file at the office.

Our goal is to inform our customers of the high use and the possibility of excess water charges you may incur on your next bill.

Upcoming Billings:	Look for it:	Due Date:
2nd half Irrigation Assessment Due	Billed Nov 2014	June 20th
2nd Qtr. 2015 Domestic	July 3rd	July 31

How to Contact Us

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