

Hayden Lake Irrigation District



April 2016

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Backflow Assembly Testing

We like to take this time of year to remind our customer to have their backflow assemblies tested. By now all customers have received our annual reminder letter sent in mid-March.

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.

Over the past few years we have heard from customers that are experiencing some common issues; testers too busy, testers not returning call, reports not sent in.

We hope the following tips will help:

- Schedule your test early, remember testing early does not mean sprinklers need to be running
- Set up with a tester for annual testing and sprinkler blow out. Once you are set up the tester will contact you with his schedule. Some testers provide discounts if you sign up for both and they can schedule your home while they are already in the area.
- Get a copy of the test results for your files
- Have the tester tag the assembly with date of test, results and tester name
- If you have a property management service, be sure only one of you is scheduling the testing
- If you receive a letter, don't ignore it. If you have had your assembly tested, we have not received the passing test report, hence the letter.

Important Dates to Remember:

- Backflow assembly tested when irrigation system is turned on or by June 30th.
- Week of May 2nd, District's irrigation system activated (weather permitting)
- May 3rd Board Meeting at 6PM
- June 7th Board Meeting at 6PM
- June 20—2nd half irrigation payment due.

We are looking forward to another successful season; we appreciate your cooperation in providing quality drinking water.



Odd/Even Watering

The District will continue the odd/even watering schedule for 2016. Please set the sprinkler timers to run on the even or odd date; or if this setting is unavailable, set to 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.

If you count the number of days in a month, at some point you will be watering on the opposite odd/even date; you **do not** need 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.

Below are a few questions we have had from our customers:

Q. Do I have to comply?

A. Yes, all homeowners, commercial businesses & Home Owner Associations must comply.

Q. What will happen if I don't comply?

A. We will tag your property requesting you modify the watering schedule; if compliance does not happen and we tag the home again, a fee will be charged.

Q. Can I water multiple times a day?

A. Yes, we are not limiting your use or changing your allocations of water. We recommend not watering during the heat of the day, stick to morning and evenings.

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.

Thank you for your understanding and cooperation with the odd/even schedule.

Irrigation System Activation

The District will be activating the irrigation system starting May 2nd, weather permitting. This will only affect customers that 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 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. Please remember to follow the odd/even watering schedule.

We do not read the separate irrigation meters monthly, therefore, it is your responsibility to monitor your usage and look for leaks.

High Use & Water Leak Notification

The District reads the domestic meters monthly. We analyze the usage for each property to look for any anomalies, zero use, high use and leak alarms.

We try to visit homes with extremely high usage and/or when the leak indicator alarm was tripped. Unfortunately, there is not enough time in the month to visit each home.

Therefore, to better serve our customers we developed a program to send out letters notifying our customers of high use or if the leak alarm was indicated.

To determine what property receives a high use letter we look at the usage. Based on the time of year (winter, spring, summer or fall) we determine what amount of water would be considered above average use for the month. If you receive a high use letter it will have the usage listed. Since we don't know how many people are in the home, please use 2,000 gallons per person as a good average to determine if your use is high.

We will send a letter to all properties when a leak alarm is present. You may have a toilet running, a dripping faucet, a leaking outdoor hydrant, leak in your sprinkler line, or a leak in your main service line, or there may be no ongoing leak at all. The leak detection could have been due to activity you were aware of and resolved or the leak alarm can also indicate regular use every 6 hours.

If you receive a letter regarding a leak, there is a document on our website "Determining Your Leak" located on the Our Conservation Plan page to help.

The letter is simply a courtesy to help customers manage their water use and help control any excess water charges incurred.

Our goal is to help our customers stay informed about their water use and help to control your costs.



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.

Upcoming Billings:	Look for it:	Due Date:
2nd half Irrigation Assessment Due	Billed Nov 2015	June 20th
2nd Qtr. 2016 Domestic	July 5th	July 31



How to Contact Us

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