

Hayden Lake Irrigation District

April 2012



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Important Dates to Remember:

- *Have backflow assembly tested when irrigation system is turned on or by June 30th.*
- *Week of April 30, District's irrigation system activated (weather permitting).*
- *April 30 1st Quarter water payment due date*
- *May Board Meetings: 5/1 & 5/15*
- *June Board Meetings: 6/5 & 6/19*
- *June 20 - 2nd half irrigation payment due*

Backflow Assembly Testing is Required

The Hayden Lake Irrigation District manages and maintains our backflow prevention program in accordance with Idaho Department of Environmental Quality regulations.

The District has a responsibility to prevent potential contamination from entering the distribution system. This responsibility is addressed through the District's backflow prevention program.

Annual testing of all backflow assemblies is required; 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 satisfactory backflow test must be submitted.

The District sent a letter to all customers in March as a reminder to have the backflow assembly tested. We will send another letter about 30 days before the June 30th due date to all customers with installed assemblies.

The District tracks 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 15 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.

Backflow assembly testers (BAT) are licensed by Idaho and their equipment must be calibrated each year. We require the testers submit verification of licenses and equipment in order to be on our Certified Testers List. You may find the Certified Testers List on our web site or in our office. We do not endorse any tester and suggest you call several for cost comparison.

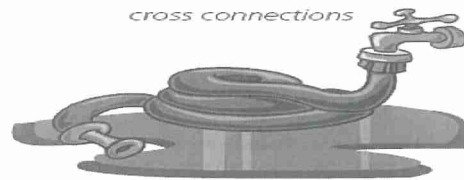
We appreciate your cooperation in preventing contamination of your water.



**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 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 on 811, visit www.call811.com.



Update Your Information

It is the customers responsibility to keep their information current with the District.

Please use the back of your payment coupon, our website or call us to update your mailing information including your phone number.

The information we have on file is where we send all communication including your invoices.

Please keep your information current.

Email & Text Message Reminders

We are excited to offer Email & Text Message Reminder service to all our customers. We send out a reminder when bills have been mailed, bills are approaching due date and second half irrigation assessment is due. We can also send reminders for backflow testing and water alert notifications.

If you would like to sign up for this service, please provide your account number or service address, your email address or if electing text message your cell phone number and carrier. For example: 208-555-1234 with Verizon.

To sign up please visit our website www.haydenirrigation.com under contact us, email to district@haydenirrigation.com or call us directly to be added to the service.

Irrigation System & Sprinkler Activation

The District will be activating the irrigation system starting April 30th, weather permitting. This will only affect those customers having greater than one acre and a separate irrigation meter. We activate the system when there is not much chance of freezing. Once we have activated the system, water will be available to the irrigation meter.

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, 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 within 15 days of the date on your tag. The backflow test must be performed by a certified tester. If the 15 days pass without a passing backflow test report received at the District, we will tag your home for irrigation service disconnection. If this is necessary there is a \$20.00 door tag fee applied to your account. If water service is terminated, there is a \$25.00 disconnect fee applied to your account.

For those customers having less than one acre; irrigation systems (typically lawn sprinkler systems) can be activated at any time. 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 satisfactory backflow test must be submitted.

The best time to water is in the morning or evening; during the day much of the water will be lost to evaporation from the sun and wind. When we see automatic sprinkler systems running during the day we will leave a tag on the door notifying the owner. If no one is home during the day you may not be aware the sprinklers are running. Our intent is to inform the owner of the water use. This will help conserve water and hopefully limit your excess water charges. We ask you to use water wisely.

Water Leaks

Our water meters have a leak indicator. The leaks are recorded in our software and analyzed by our service techs. If we suspect there is a leak on your property, we will place a notice on your doorknob and make a note in your account. Please remember all meters are the property of Hayden Lake Irrigation District and our responsibility only goes as far as the meter. *Any leaks from the meter to the residence or business is the responsibility of the property owner.* We appreciate our customers attention to leaks and water use.

Banking On-Line

Paying your bill through your on-line banking? Make sure you are sending it to our current address, be sure to reference your account number and/or the service address. With this information we can correctly apply your payment. On-line banking can take up to 10-14 days for us to receive the check. If you have received a Delinquent Notice we recommend you **do not** pay using this method. You can elect to pay with a credit/debit card on our website or we accept checks and cash in the office. If after hours there is a payment slot in the door.

How to Contact Us

Hayden Lake Irrigation District

2160 West Dakota Avenue

Hayden, ID 83835-5122

Phone: 208-772-2612

Fax: 208-772-5348

Chairman of the Board - Bert Rohrbach - Bert@haydenirrigation.com

Administrator - Alan Miller - Alan@haydenirrigation.com

Accounts Manager - Sherri - Sherri@haydenirrigation.com

Office Hours - Monday - Friday 7:30 AM to 4 PM

Our website is - www.haydenirrigation.com