

Hayden Lake Irrigation District



January 2014

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Important Dates to Remember:

- *January 7 - Board Meeting at 6 PM*
- *January 20 - Closed in Observance of Martin Luther King Day*
- *January 31 - Quarterly payments are due*
- *February 4 - Board Meeting at 6 PM*
- *February 17 - Closed for Presidents Day*
- *March 4 - Board Meeting at 6 PM*



Know what's below.
Call before you dig.

To prevent damage to underground utilities and/or personal injury from damaging underground facilities, please remember to dial 811 before digging *for any reason, at any depth*. 811 is a universal phone number. One call to 811 notifies all local utility companies of your intent to dig.

Utility location service is free - repairs for damaged facilities, medical expenses, and lost wages 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, stop by and pick up a brochure from our office or visit www.call811.com

Fourth Quarter Water Bill

The water bill included with this newsletter is your 4th quarter water bill and covers water used during the period of October, November and December 2013.

As discussed in the Fall newsletter, the domestic water increased \$1.25 per quarter for the fiscal year 2014; excess water remained the same at \$1.00 per 1000 gallons. Water rate increases take place in October, in accordance with the District's fiscal year.

Quarterly domestic water rate, assuming no excess water use, will be \$55.00; this equals \$18.34 per month or \$0.62 cents per day.

Over the past three years the District has tracked actual water usage and noticed customers use more water in the 4th quarter and less water in the 2nd quarter than allotted. Therefore, the District has adjusted the domestic quarterly allocations. We hope these adjustments will help reduce the excess water charges you have paid in the past years.

The new allotments can be found on our website www.haydenirrigation.com under About Us - Billing Rates. Click on the green box labeled Download Rates.

How to Pay Your Water Bill

There are several methods available to pay your water bill.

You can mail your payment and coupon to us using the envelope provided with your bill, pay at our office during business hours, or using the payment slot in the door after hours. Pay through our web site, or your phone using your credit/debit card.

We currently accept payments by check, cash, or credit/debit card. We are not able to accept payments over the phone.

For credit/debit cards we use a 3rd party payment system, you can access the system on our web site:

www.haydenirrigation.com, or by calling toll free 1-866-549-1010.

You will need to know the account number and amount due for the account you are paying. If paying by phone, you will also need the Bureau code # 7629720.

The 3rd party payment system does charge a convenience fee of 3% with a minimum charge of \$2.00.

The Board and Staff would like to wish you a

HAPPY NEW YEAR

Upcoming Billings:	Look for it:	Due Date:
1st qtr. 2014	April 4	April 30
2nd 1/2 Irrigation Assessment	Sent 11/15/2013	June 20

Update Your Records

There are times we need to contact you; sometimes in an emergency. Accurate up-to-date information makes this possible. If we don't have the contact information the only option may be to turn off your water. Please use the back of the payment coupon to provide us with a telephone number where we can reach you. You will only hear from us if it is necessary. Thank you!

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.

Please remember all meters are the property of Hayden Lake Irrigation District and our responsibility only goes so far as the meter. Any leaks from the meter to the residence/business is the responsibility of the property owner.

We appreciate our customers attention to leaks and water use.

Fire Hydrant Access



We would like to ask our customer to help us; the local firefighters; and yourselves by clearing the snow away from fire hydrants. If you have a fire hydrant on or near your property, please check it after a significant snowfall or after the snowplow goes through the area. If the hydrant looks inaccessible, please pitch in and clear away the snow. In the event of an emergency, every second counts and we want to ensure quick and easy access for firefighters. Thank you for your help!

Mailing Address

Please make note of our correct mailing address:

Hayden Lake Irrigation District
2160 W Dakota Avenue
Hayden, ID 83835-5122

All correspondence and payments must be sent to the above mailing address.

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

It is the customers responsibility to keep this information current.

Backflow Testing

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 Districts Backflow Prevention Program. Testing of all backflow assemblies by a certified tester is required by the District and the State. 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 doesn't have to be operating by June 30th but a satisfactory backflow test must be submitted.

The District will send 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 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.

We appreciate your cooperation in preventing contamination of your water.

Reminders can be sent via email or text messaging, please contact us to sign up.

How to Contact Us

Hayden Lake Irrigation District
2160 West Dakota Avenue
Hayden, ID 83835-5122
Phone: 208-772-2612
Fax: 208-772-5348
Hours: 7:30 am to 4 pm M-F

Chairman of the Board - Bert Rohrbach - bert@haydenirrigation.com
Administrator - Alan Miller - alan@haydenirrigation.com
Accounts Manager - Sherri - sherri@haydenirrigation.com
 Or visit our website at www.haydenirrigation.com