

Hayden Lake Irrigation District



January 2016

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Important Dates to Remember:

- *January 5 - Board Meeting at 6 PM*
- *January 18 - Closed in Observance of Martin Luther King Day*
- *January 31- Quarterly payments are due*
- *February 2- Board Meeting at 6 PM*
- *February 15 - Closed for Presidents Day*
- *March 1 - Board Meeting at 6 PM*

The Board and Staff would like to wish you a

HAPPY NEW YEAR

Fourth Quarter Water Bill

The water bill included with this newsletter is your 4th quarter water bill and covers water used in October, November and December 2015.

As discussed in the Fall newsletter, the quarterly domestic water had a small rate increase. 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 \$58.00; this equals \$19.34 per month or \$0.65 cents per day.

Quarterly invoices reflect all activity that occurred, on the account, during the quarter. See *Understanding Your Water Bill* on reverse side.

High Use/Leak Letters

The District reads the domestic meters monthly. We analyze the usage for each account to look for any anomalies. 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.

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

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.

We will start sending these letters monthly beginning in January after the December reads are analyzed.

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

On-Line Payment & Information Update

We wanted to let you know about a few quirks we have noticed regarding our On-Line Payment & Information Provider. They are not able to separate the annual assessment invoice into two payments. If you have paid the first half installment by December 20th, then you will still receive email reminders about a payment due, please disregard the email. It will continue to carry the balance with the quarterly bill (January and April) as well. If you have set up for auto-pay, they will take the **full amount** of the invoice, not just the first installment.

When making a payment, if you want to modify the amount to pay, this can be done on the screen after you enter your credit card information. You will click in the circle Pay Amount, then a field will appear for you to enter the amount you would like to pay.

The District uses our billing software to determine if your account is current or past due, we do not utilize the third party system. If, at any time, you want confirmation of your balance and due dates, please contact us during office hours listed on the reverse side of this newsletter.

Understanding Your Water Bill

Our goal is to communicate clearly both your total account balance, as well as the current amount due. These amounts can be different due to the 2nd half Irrigation Assessment being charged to the account in December but not due until June.

The **Account Activity** section of the bill covers all transactions during the statement period, (previous three months) and reads as follows:

The balance brought forward at the **beginning** of the quarterly billing cycle.

Then total payments received in the quarterly billing cycle, then all charges assigned to the account during the quarterly billing

cycle. Note: some of these charges may have already been paid during the quarter, you are not being charged twice.

The **Total Account Balance** will end the list of charges.

Below the Total Account Balance will be the **Current Balance Due**. This is the amount you need to pay before the due date to keep the account current. This same amount will be reflected on the payment coupon.

If the amount is in **parenthesis ()** then you have a credit balance and do not need to make a payment.

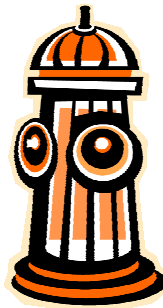


**Know what's below.
Call before you dig.**

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

Upcoming Billings:	Look for it:	Due Date:
1st qtr. 2016	April 4	April 30
2nd 1/2 Irrigation Assessment	Sent 11/20/2015	June 20



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

Administrator - Alan Miller - alan@haydenirrigation.com

Accounts Manager - Sherri - sherri@haydenirrigation.com

Or visit our website at www.haydenirrigation.com

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 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.

We appreciate your cooperation in preventing contamination of your water.

Fire Hydrant Access

We would like to ask our customers to help 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!