

# Hayden Lake Irrigation District



January 2011

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## Important Dates to Remember:

- *January 17 - Closed in Observance of Martin Luther King Day*
- *January 31- Quarterly payments are due*
- *February 1- Board Meeting at 6 PM*
- *February 21 - Closed for Presidents Day*
- *February 15 - Board Meeting at 6 PM*
- *March 1 - Board Meeting at 6 PM*
- *March 15 - Board Meeting at 6 PM*
- *April 5 - Board Meeting at 6 PM*

## Fourth Quarter Water Bill

The water bill included with this newsletter covers water used during the period of October, November and December 2010.

As discussed in the Fall newsletter, the domestic and commercial water rate increased \$1.25 per quarter for fiscal year 2011. 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 \$53.75; this equals \$17.92 per month or 59 cents per day.

The District allocates domestic users 15,000 gallons for the winter quarters. Excess water used is charged at a rate of 85 cents for every 1000 gallons used.

## Understanding Your Water Bill

We do, on occasion, hear our water bills are confusing. 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 2<sup>nd</sup> 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, and reads as follows:

The balance brought forward at the **beginning** of the quarterly billing cycle (previous three months). Then total pay-

ments 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 again. 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.



**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](http://www.call811.com)

## Information Updates

Please help us keep our records up-to-date by completing the address change section of your payment coupon, or contacting Sherri with any mailing address or phone number changes. Changes can be called in to 208-772-2612 or emailed to [district@haydenirrigation.com](mailto:district@haydenirrigation.com)

Upcoming Billings:	Look for it:	Due Date:
4th qtr. 2010 usage	January 10	January 31
1st qtr. 2011 usage	April 10	April 30
2nd 1/2 Irrigation Assm't	Sent 12-2010	June 20

## How to Pay Your Water Bill

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There are several methods available to pay your water bill.

We currently accept payments by check, cash, or credit / debit card. We are not able to accept credit/debit cards at our office or to our phone.

For credit/debit cards we use a 3rd party payment system, you can access them via our web site: [www.haydenirrigation.com](http://www.haydenirrigation.com), or via their phone toll free 1-866-549-1010. If paying via phone, you will need the Bureau code # 7629720. The 3rd party payment system does charge a convenience fee of 3% with a minimum charge of \$2.00. You will also need to know the account # and amount due.

The other method to pay your water bill is through your banks on-line payment system. You do need to realize the bank on-line process mails a check to us and can take up to 2 weeks for your payment to arrive. This may cause your payment to be late, and late charges may apply.

Methods of returning your payment to us include return mail using the envelope and coupon provided, payment at our office during business hours, or using the payment slot in the door after hours. Payment through our web site, or your phone using your credit/debit card.

## Address Change

Please make note of our correct mailing address:

**Hayden Lake Irrigation District**

**2160 W Dakota Avenue**

**Hayden, ID 83835-5122**

For those of you who have already established accounts with their online bill pay systems, you must change the address within your bank's system or risk having your mail returned by the post office. We no longer use our post office box. All correspondence and payments must be made to the above address.

It has been two and a half years since we made this change. The Post Office no longer forwards mail from the old address.

## Please Update Your Records

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On occasion we need to communicate with our customers, sometimes in an emergency. Accurate, up-to-date information makes this possible. If we don't have the contact information we may have no other option then to turn off the water. Please use the back of the payment coupon to provide us with a telephone number where we can reach you. If your billing address or other information on the bill is incorrect please update that also.

We will never sell, lend or provide your information to others. You will only hear from us if it is necessary.

## We Rebuilt Our Website

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We are proud to steer you to our rebuilt website. It is another tool we use to communicate with our customers. One item we want you to be aware of: There is a button located on the home page in the center below the banner that will normally be green and state "ALL SYSTEMS OPERATIONAL" followed by a check mark. In the event of an emergency; such as loss of water pressure, numerous frozen water complaints, or bacteria sampling results showing total coliform bacteria presence; the button will be red and state "EMERGENCY" followed by a circle with a slash through it. Clicking on the button will take you to the "EMERGENCY" page where we will communicate what we know, what we are doing about it, and what steps you may want to take. We pledge to keep the information current, and will continue to provide additional information about the District, your water, conservation, backflow prevention and other topics of interest regarding water.

**The Board and staff at Hayden Lake Irrigation District would like to wish you a Happy New Year.**

## How to Contact Us

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**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](mailto:Bert@HaydenIrrigation.com)

**Administrator** - Alan Miller - [Alan@HaydenIrrigation.com](mailto:Alan@HaydenIrrigation.com)

**Accounts Manager** - Sherri - [Sherri@HaydenIrrigation.com](mailto:Sherri@HaydenIrrigation.com)

Or visit our website at [www.HaydenIrrigation.com](http://www.HaydenIrrigation.com)