

Hayden Lake Irrigation District



January 2012

Inside this issue:

Fourth Quarter Water Bill	1
Understanding Your Water	1
Idaho One Call - 811	1
Update Your Records	1
How to Pay Your Water Bill	2
Backflow Testing	2
Traveling for the Winter	2
Fire Hydrant Access	2

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 2011.

As discussed in the Fall newsletter, there was no increase for the domestic and commercial water rate; excess water was increased by \$0.10 per 1000 gallons. The new rate for excess water is \$0.95 per 1000 gallons for fiscal year 2012. 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 \$0.59 cents per day.

The District allocates domestic users 15,000 gallons for the winter quarters. Excess water used is charged at a rate of \$0.95 cents for every 1000 gallons used.

Important Dates to Remember:

- *January 16 - Closed in Observance of Martin Luther King Day*
- *January 31- Quarterly payments are due*
- *February 7- Board Meeting at 6 PM*
- *February 20 - Closed for Presidents Day*
- *February 21 - Board Meeting at 6 PM*
- *March 6 - Board Meeting at 6 PM*
- *March 20 - Board Meeting at 6 PM*
- *April 3 - Board Meeting at 6 PM*

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, and reads as follows:

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

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 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.**

Email & Text Message Reminders

We are excited about our Email & Text Message Reminder service available to all our customers. We will send out a reminder email or text message when bills have been mailed, bills are approaching due date, second half irrigation assessment due and backflow testing is due.

If you would like this reminder email or text message sent, please provide your email address or if electing a text message your cell phone number and carrier.

For example: district@haydenirrigation.com or 208-555-1234 with Verizon. Please contact us via our website or call us to be added to the list.

Update Your Records

Please help us keep your record information current .
Please use the back of the payment coupon, our website at www.haydenirrigation.com, email to district@haydenirrigation.com or call us at 208-772-2612 to provide current mailing address and phone number.
Remember we mail all invoices and correspondence to the address you provide.

Upcoming Billings:	Look for it:	Due Date:
1st qtr. 2012 usage	April 10	April 30
2nd 1/2 Irrigation Assessment	Sent 11/14/2011	June 20

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 credit/debit cards over the phone.

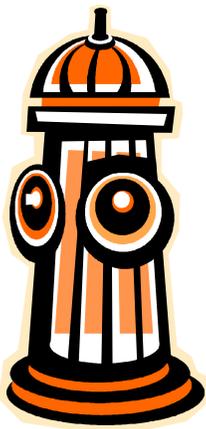
For credit/debit cards we use a 3rd party payment system, you can access them via our web site: www.haydenirrigation.com, or via their phone toll free 1-866-549-1010. If paying via phone, you will need the Bureau code # 7629720. The 3rd party payment system does charge a convenience fee of 3% with a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

The other method to pay your water bill is through your banks on-line payment system. Be aware your bank mails a check to us and this can take up to 2 weeks for your payment to arrive. Please plan for this additional time when making your payment. This additional time may cause your payment to be late, and late charges will apply.

Traveling for the Winter

Traveling south this winter? Before you go, please provide the post office with a forwarding address, or provide us an alternate mailing address so our mail will reach you.

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