

Hayden Lake Irrigation District

March 2019



2160 W. Dakota Ave. Hayden Idaho 83835 / Phone 208-772-2612 / Fax: 208-772-5348 / hrs. 7:00 am to 5:30 pm Mon-Fri

Inside this Issue

| | |
|---------------------|---|
| New Hours | 1 |
| Postcard Billing | 1 |
| Rate Increase | 1 |
| Billing Cycles | 1 |
| Call Before You Dig | 2 |
| Fire Hydrant Access | 2 |
| Frozen Pipes | 2 |
| Backflow Testing | 2 |
| Reelection | 2 |



New Hours

To better serve our customers, the District office is now open from 7:00 a.m. to 5:30 p.m., Monday thru Friday. If you have any questions or concerns, please contact the District office or stop by. Our friendly and knowledgeable staff are available and eager to assist you.

Postcard Billing

By now, you should have noticed the billing invoices have changed. The District has switched to utility postcard billings. They are blue in color and will replace all quarterly invoices and the yearly assessment. Late Notices will be mailed in envelopes, using the original method. If you do not wish to receive a postcard invoice, you may go to our website at Haydenirrigation.com and sign up to receive an e-bill. The District made the decision to switch to postcard utility bills after the District letter/envelope stuffer took a turn for the worse and could no longer sustain the work load for a billing cycle. The cost to replace the machine was substantial, making the new billing method an ideal alternative since it was cost effective and reduces the cost of postage.

Rate Increase

Many of you may have noticed that the District experienced a slight rate increase in the 2019 Assessment and the quarterly bills. For those who have not, we would refer you to our webpage, at Haydenirrigation.com, under About Us, Billing/Rates, Rates PDF. The District is experiencing a population growth and in order to keep up with the water demand, we are looking at building a new water tower and a new Well is in the works on Hayden. The tower is a must as the only alternative is to build 10 additional Wells, over the next 10 years because we need the water structures to keep up with the water service demand for our thriving area. The cost of such would be roughly \$1,500,000.00 per Well and that does not include the cost of the electricity to run the extra Wells. The District estimates a new tower would be less than half the cost of the additional Wells to build.

The District anticipates an increase in our water rates, over the next two years, to be \$5.00 per quarter and an additional \$5.00 per year for the assessment, for our customers that are an acre or under. This would increase the yearly assessment to \$98.00 per year, slightly more for customers that have more than one acre parcels, and our quarterly rates to \$66.00 per quarter. The District does not believe the cost is excessively since it means we would be able to provide a good water source to our present and future customers.

After the completion of the new water structures, it is the District's hope that the odd/even water schedule can be eliminated. But for now, the restriction remain for conservation purposes. The District does not mandate what time or how often you water on your days, only that you do so every other day based on your address; odd number addresses water on odd numbered days and even numbers addresses water on even days. Water conservation is the District's priority, and a necessity, to maintain our source of water but we are hopeful, with the construction of the new tower, watering restrictions will not be necessary in the future.

Election

We would like to announce the March 5th election was a success. The District experienced an amazing turnout of voters, with 64 votes being cast in total. It is with pleasure that the District announces Doris Fleming will be serving her second 3-year term with the District. We look forward to Ms. Fleming bringing her knowledge and enthusiasm to the Board meetings. We know we will have a great year and thank all of our valued customers who took the time out of the busy schedules to come to the District to vote for the Board of Director election.



**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 and medical expenses are not. Please call 2 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.

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!



Frozen Pipes



It's that time again. The weather is brutal and pipes can freeze. **DON'T TAKE CHANCES.** If you turn on your faucets and nothing comes out, leave the faucets turned on and open the cabinet doors. Try thawing the pipes with a hair dryer. Start by warming the pipe as close to the faucet as possible, working toward the coldest section of pipe. If it doesn't thaw quickly, call a plumber. If you detect that your water pipes have frozen or burst, turn off the water at the main shut-off valve in the house and leave the water faucets turned on. Make sure everyone in your family knows where the water shut-off valve is and how to open and close it. In case of an emergency and you do not know how to shut off the water, you may contact the District office and a technician will turn the water off at the meter box. But, please know, if you call after hours or on the weekend, an after hour service charge may be applied. **WE DO NOT RECOMMEND** leaving water running. While this can be an effective way to prevent freeze-ups, you could end up with high excess water charges. The District will not adjust excess water charges.

Upcoming Back Flow Testing

Although the snow is still sticking around, we will have warm weather before we know it. The District wants to remind you that backflow season is right around the corner. The District has a responsibility to prevent potential contamination from entering the distribution system. The District and State require all assemblies to be tested annually by a certified tester. Lawn sprinklers systems must be tested when the system is recharged (turned on) or prior to June 30th. A satisfactory backflow test must be submitted to the District office yearly. You can find a list of District approved, Certified Testers, on the District webpage. We appreciate your cooperation in preventing contamination of your water.



Important Dates to Remember

- April 1st: 1st Quarter Invoices will be Mailed
- April 2nd: Board Meeting at 6 pm
- June 20th: 2nd half Irrigation Assessments Due
- June 30: Backflow Tests Must be Submitted to District office

Billing Cycles & Allocations

IRRIGATION ANNEXED CUSTOMERS ONLY

The District has two different bills; the annual Irrigation Assessment and the four quarterly invoices. The Irrigation Assessment is billing in November and payable in two parts. No reminder statement will be sent to remind you to pay the second half of the assessment, if you opt to pay it in two parts. The quarterly invoices are sent at the beginning of a month and due at the end of the month and cover the periods as follows:

| Invoice Sent | Water Usage Period | Water | Domestic Allocation |
|--------------|--------------------------------|-------|----------------------------|
| January | October, November and December | | 20,000 gallons per quarter |
| April | January, February and March | | 15,000 gallons per quarter |
| July | April, May and June | | 40,000 gallons per quarter |
| October | July, August and September | | 45,000 gallons per quarter |