



# Hayden Lake Irrigation District

## Winter 2009

Volume 9, Issue 1

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### Important Dates to Remember:

- *January 19 - Closed in Observance of Martin Luther King Day*
- *January 20 - Irrigation Assessment Workshop 4 PM (open to the public)*
- *January 30 - Quarterly payments are due*
- *February 3 - Board Meeting at 6 PM*
- *February 16 - Closed for Presidents Day*
- *February 17 - Board Meeting at 6 PM*
- *March 3 - Board Meeting at 6 PM*
- *March 17 - Board Meeting at 6 PM*
- *April 7 - Board Meeting at 6 PM*

## Third Quarter Excess Water Usage Credits Issued

Included with this newsletter is your fourth quarter water usage statement. If you see a line indicating a **CR Adjustment**, this is due to the recent board action requiring that third quarter excess water charges THAT DID NOT EXCEED THE ANNUAL IRRIGATION ALLOTMENT be credited back to customers.

If you were charged excess water fees on your third quarter statement, over and above your regular rate, because of the spring/summer irrigation allocation, you should see a credit on this statement. If you were not charged any excess water fees last quarter, this credit will not appear on your statement.

If you exceeded your *annual* allocation during the third quarter, you will not have a credit and will still be charged an excess water fee.

This credit does not affect any fourth

quarter excess water charges on your bill. If you have exceeded your annual allotment for the fourth quarter of 2008, you will still be charged excess water charges of .75 cents per 1000 gallons over your allotment.

We regret any hardship this may have caused our customers and apologize for the inconvenience.

Please join us as we further discuss this issue in a public workshop on Irrigation Assessments scheduled for January 20, 2009 at 4:00 PM at the District office.

*Domestic Allotment for 1st quarter is 15,000 gallons*



**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 federally mandated phone number to consolidate all local "Call Before You Dig" numbers. One call notifies all local utility companies of your intent to dig.

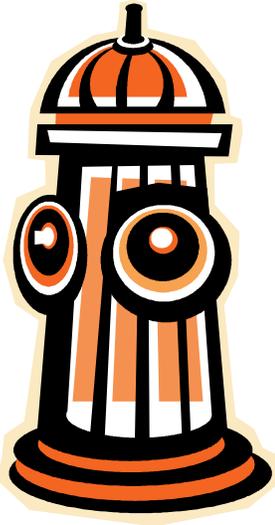
Utility location service is free - repairs for damaged facilities, medical expenses, and lost wages are not. Please call 2-10 working days prior to excavation. Before you call, please have ready the following information: Street address or legal description, contact person, phone number, and what type 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 contacting Pam with any mailing address or phone number changes. Changes can be called in to 208-772-2612 or emailed to [Pam@HaydenIrrigation.com](mailto:Pam@HaydenIrrigation.com)

| Upcoming Billings:  | Look for it: | Due Date:  |
|---------------------|--------------|------------|
| 4th qtr. 2008 usage | January 10   | January 30 |
| 1st qtr. 2009 usage | April 10     | April 30   |
| 2nd qtr. 2009 usage | July 10      | July 30    |
| 3rd qtr. 2009 usage | October 10   | October 30 |

# Fire Hydrant Access



With record snowfall already on the ground and even more snow on the way, we are asking our patrons to help us, and the local firefighters, by clearing away snow 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 to firefighters, 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.

# Address Change

Please make note of our new 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 will no longer be using our post office box and request that all future correspondence and payments be made to the above address.

# Automatic Meter Reading (AMR)

## Why Don't I See Anyone Reading My Meter?

We frequently receive calls from our customers asking if we estimate monthly water usage because they've never seen anyone reading their meter. Actually, we do not normally estimate readings. We read domestic and commercial meters monthly toward the end of each month. The reason you don't see us, is because one of our service techs (usually Dennis) drives past our service locations and gathers the meter reads electronically. Automatic Meter Reading (AMR) enables us to accurately read meters every month without having to deal with inclement weather conditions, overgrown shrubbery, and less than friendly pets. These meters send a digital or analog electronic pulse to a recording device that is carried in one of our vehicles. This information is then brought into the office and uploaded into our billing software.



Meter boxes opened during the winter months lose heat and can cause meters to freeze. **If you believe there is a problem with your meter, do NOT open your meter box in freezing weather.** Please give us a call if you suspect a problem and we will check on it for you.

## Electronic Leak Detection

Many of our registers also have a leak detector. This is a small disk or hand used to detect very small flows that would be visually undetectable on the regular sweep hand. These leaks are recorded in our software and analyzed by our service techs. If we suspect that there is a leak on your property, we will place a leak notice on your doorknob and make a note in your account. Please remember that all meters are the property of Hayden Lake Irrigation District and that our liability only goes as far as the meter. *Any leaks from the meter to the residence or business are the responsibility of the property owner.*

## How to Contact Us

**Hayden Lake Irrigation District**

**2160 West Dakota Avenue**

**Hayden, ID 83835-5122**

**Phone: 208-772-2612**

**Fax: 208-772-5348**

**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** - Pam Abram - [Pam@HaydenIrrigation.com](mailto:Pam@HaydenIrrigation.com)

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