

Hayden Lake Irrigation District



January 2018

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Important Dates to Remember:

- *January 2- Board Meeting at 6 PM*
- *January 16 - Closed for Martin Luther King Day*
- *January 31- Quarterly payments are due*
- *February 6- Board Meeting at 6 PM*
- *February 20 - Closed for Presidents Day*
- *March 6- 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 2017. There is a slight rate increase for Fiscal Year 2018. The domestic water rate, assuming no excess water use, is now \$60.00 per quarter per domestic unit. Quarterly invoices reflect all activity that occurred, on the account, during the three months. See *Understanding Your Water Bill* on reverse side.

District Project Update

The Hayden Lake Irrigation District project for the 2018 fiscal year is the Hayden Avenue/Carrington Road Water Main Project, including refurbishing a well purchased by the District. This project is adding 4000+ feet of waterline west of Atlas, crossing Hayden four times, adding new fire hydrants and a crossing to update the waterline in the future on the south side of Hayden. The District may also have the opportunity to build a new tower. This would increase our fire flows and assist us with providing irrigation water during the summer months.

On-Line Payment & Information

The District has noticed a few quirks with our On-Line Payment & Information Provider. The provider is not able to separate the annual assessment invoice into two payments. If you have paid the first half installment by December 20th, you will still receive email reminders from the service about a payment due. Please disregard the email. The provider will continue to carry the balance with the quarterly bill (January and April) as well.

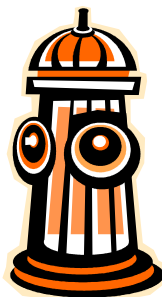
If you have set up for auto-pay, the on-line service will take the **full amount** of the invoice, not just the first installment. When making a payment online, if you want to modify the amount to pay, this can be done by choosing another amount after you put in your payment information. You will click 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 the office during office hours.

If you move or sale the property you have connected to your information, it is your responsibility to contact the on-line service and remove you contact information. If you fail to do so, the online provider will continue to contact with updates about the bill attached to the property.

Fire Hydrant Access

We would like to ask our customers to help the local firefighters and yourselves by clearing the bushes, trees and 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 to firefighters, please pitch in and keep the area clear.



Upcoming Billings:	Look for it:	Due Date:
1st qtr. 2018	April 5	April 30
2nd 1/2 Irrigation Assessment	Sent 11/20/2017	June 20
2nd qtr. 2018	July 6	July 31

Understanding Your Water Bill

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

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

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

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

Note: some of these charges may have already been paid during the quarter, you are not being charged twice. (Remember, all activity is shown.)

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 by the due date to keep the account current. This same amount will be reflected on the payment coupon.

If the Total Account Balance and Current balance are different, then you still owe the second half of the Irrigation Assessment.

If the amount is in **parenthesis ()** then you have a credit balance and do not need to make a payment; the payment coupon will reflect a zero payment due and will say "credit balance do not pay".



**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

How to Contact Us

Hayden Lake Irrigation District

2160 West Dakota Avenue

Hayden, ID 83835-5122

Hours: 7:30 am to 4 pm M-F

Phone: 208-772-2612 * Fax: 208-772-5348

Email: district@haydenirrigation.com

Website: www.haydenirrigation.com

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.

Meter Reading

The District reads our meters as close to the end of the month as possible. During this time, our vehicles drive slow and make frequent stops. Please do not follow close behind our trucks while they are in route. Once the meters are read, our technicians analyze the information and manually verify any zero usage reads.

The District sends out letters to our customers when the meter indicates a leak or the usage is higher than we would expect for the month. When there is snow on the ground it is a good time to look for outdoor leaks. Look for patches where there is no snow or standing water (ice formation).

If you see a bare spot in the snow, this is a good indicator water is leaking in this location. Please call the office and we would be happy to help verify.

