

## Grizzly Flats CSD Newsletter

### March 2011



#### A Note about this Month's Bill

This month your bill was **estimated** by our billing system. A large amount of snow fell during the meter read period making it impossible for our crews to reach meter boxes. Our billing system estimates bills using the average usage over the last year for your meter. Any over estimations will be corrected when the meters are read next month. Keep this in mind if you live out of town and your meter shows usage! If you have concerns about your bill, you may call our office Monday thru Friday, 9:00 AM to 2:00 PM.

#### New Payment Drop Box!

Customers have been requesting a drop box for years...and it has finally happened! The office has limited hours and we understand customers can't always get here to drop off payments. A drop box has been installed at the bottom of our driveway at 4765 Sciaroni Rd (just a ½ mile from the post office). We hope to get it painted soon, but customers can start using the drop box now. Payments are left at customer's own risk and we recommend you call to confirm your payment was received. We would also warn customers not to put cash in the payment box. District staff will be checking the box every day. ***We would like to thank Mel Kelley who designed and fabricated the box for the District.***

#### Forms of Payment

Many customers have been inquiring about paying their bills with credit cards. Although we have looked into it, adding that function to our billing system would cost the District approximately \$10,000. In this time of cost cutting and increased rates, we didn't feel the convenience to customers would justify the cost. We accept cash, check and money orders. You can also contact your bank to see if they offer online billing. We caution customers to give banks plenty of time for this option. If you pay online through your bank, your bank will mail us a paper check on your behalf. We have had customers receive late penalties because their bank

payments didn't reach our office in time. If you have any questions about payments, you may call our office. Our late fee schedule is printed on the back of this newsletter. ***Remember...payments must be received by our office by the due dates to avoid penalties. We are not responsible for weather or postal delays.***

#### Snow Removal...Where is your meter box?

It is especially important to know where your services are located during winter storms. If you are removing snow or having it done by someone else, be sure you know where water meter boxes are located. Snow plows and tractors have been known to bump into meter boxes and break water service lines. Breaks can result in service disruption for multiple homes until the break can be repaired! There may also be repair costs charged to the homeowner. Even a small bump can result in a break. The best practice is to have your meter box marked so plows and tractors can avoid hitting the service. If you have a private company removing snow, be sure they know where water meter boxes are located!

#### Where are your Fire Hydrants?

Fire hydrants are quickly buried when the snow accumulates. It is important that fire hydrants are kept accessible in case of emergencies! Chimney fires and fires caused by candles are a major concern in our area this time of year. It takes time for fire crews to respond to our area then more precious time can be wasted digging out fire hydrants in order to fight a fire. Protect yourself and your neighbors by keeping those fire hydrants accessible!



## Tips for finding leaks

Temperatures are dropping, so we ask customers to be on the lookout for signs of water leaks. Call our office at (530) 622-9626 if you see any of the following around town: water flowing across the roads, unusual puddles of water, or water that appears to be “bubbling” up from the ground. For leaks on your property, watch the usage on your water bill (located at the bottom under “Usage in Gallons”, then compare that to “Prior Usage” (this is your usage last month. If there is a significant difference, you may have a leak. You can also identify a leak by doing a meter test. This test should be conducted for a 30 minute period, during which time no water is being used on the property.

1. Find your water meter, which is usually located in front of the house in a covered box near the street.
2. Write down the numbers indicated on the meter at the start of this test.
3. Return to check the meter reading after 30 minutes have passed and no water has been used in the house.
4. If the numbers have not changed, you do not have a leak in your pressurized water system. If the numbers are different, you have a leak. Some meters are equipped with a leak detector. That is a small white triangle on the meter face. If no water is being used, and that indicator is spinning, that is also an indication of a leak.

The District cannot make repairs to water leaks on the customer’s side of the meter, so we recommend you call a plumber if you need assistance finding and fixing a water leak at your property. If you need emergency assistance outside of our normal work hours (7:00 AM to 3:30 PM), you can call our emergency pager at **(530) 890-0102**.

## LATE FEE AND LOCK OUT SCHEDULE

For your information, we have included the late fee schedule below. We hope this can help some of you avoid late fees. ***Please note that payment must be received by our office in order to avoid a late fee!***

Timing	Action	Fee
1 <sup>st</sup> of the current month (example: March 1 <sup>st</sup> )	Monthly statements are mailed out to customers	\$60.37 plus any charges for usage over 300 gallons per day.
15 <sup>th</sup> of the current month (example: March 15 <sup>th</sup> )	All payments are due	
21 <sup>st</sup> of the current month (example: March 21 <sup>st</sup> )	2 <sup>nd</sup> notice is mailed. The 1 <sup>st</sup> late fee is applied for all balances over \$15.00	\$10.00
15 <sup>th</sup> of the following month (example: April 15 <sup>th</sup> )	3 <sup>rd</sup> notice is mailed with a 10-day shut off notice. The 2 <sup>nd</sup> late fee is applied.	\$20.00
22 <sup>nd</sup> -25 <sup>th</sup> of the following month (example: April 22 <sup>nd</sup> -25 <sup>th</sup> )	4 <sup>th</sup> and final notice is given to customer. A five day shut off notice (orange tag) is placed at the property.	\$15.00
26 <sup>th</sup> -30 <sup>th</sup> of the following month (example: April 26 <sup>th</sup> – 30 <sup>th</sup> )	If payment has not been received at the District office, water service is disconnected.	\$250.00
15-30 days after shut off (example: mid to late May)	A lien is filed with El Dorado County against the property for all amounts owed.	\$273.00 plus 1.5% interest per month
Upon full payment of all amounts owed	Water service is restored to the property.	No charge. Regular monthly billing resumes.

*If any of these dates fall on a weekend or holiday, the task is done on the next business day.*