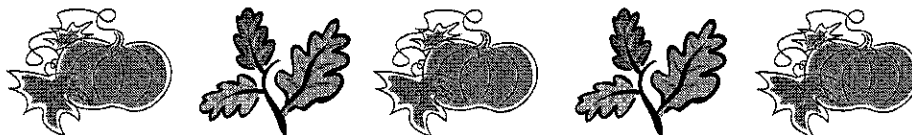


## Grizzly Flats CSD Newsletter October 2012



### YOU'RE INVITED TO GFCSD's OPEN HOUSE!

Have you ever wondered where your water comes from or the process it goes through before coming out of your faucets? Are you interested in seeing what the Water System Improvement Project (WSIP) accomplished?

The Grizzly Flats Community Services District would like to invite you to come tour our facilities on **Saturday, October 20, 2012**. The District will be hosting tours between **10:00 AM and 2:00 PM**.

You will have the opportunity to:

- Tour the water treatment plants,
- Tour the newly lined raw water reservoir,
- View pictures and a slide show of the WSIP construction,
- Participate in leak detecting demonstrations where you will get the opportunity to use our equipment to hear a leak,
- See our ADA upgrades, which include a new concrete parking area, entrance, and retaining wall installed by volunteers, and
- Get a first-hand look at the issues the District is facing in the coming years.

District staff and Board members will be available to discuss our operations and the Water System Improvement Project. **Walking is involved, so please wear proper footwear. Where possible, we've made accommodations available for our customers who are unable to walk long distances.**

This is an excellent opportunity for you to come out and see the behind-the-scenes operations of the District, which we hope will give our customers a better understanding of what it takes to provide water to our community!



### GRIZZLY POND AUTO/CRAFT SHOW

The 1<sup>st</sup> annual Grizzly Pond Auto/Craft Show was held on Saturday, September 8, 2012. We hope you enjoyed this community event, and to see you again next year!

We want to thank the following committee members for their earnest efforts in making the event a great success: Robert Ball, Richard Anderson, Kim Gustafson, Mel Kelley, Dan Lauther, Mike Lawless, Doug Lunetta, Lynn Shetley, Maxine Tyler and the GFCSD Staff.

We also want to thank community members who helped us with this event, all the vendors, and those who brought out their beautiful automobiles to share. It was a great day!

We look forward to hosting other events at the Grizzly Pond, and hope it serves as a focal point and gathering place for the Grizzly Flats community.

### A FRIENDLY REMINDER TO OUR CUSTOMERS ABOUT PAYMENTS...

Payments must reach our office before the due date to avoid late penalties. **Payments are always due on the 15<sup>th</sup> of each month.** If there are no past due charges on your account, we allow a 5 day grace period. There has been a change of personnel at the Grizzly Flats Post Office, so please don't assume that your payment will reach us the same day (or even a day later) when you drop it off there. To avoid any delays please do any of the following:

- Allow 3- 5 days for delivery if using the Postal Service.
- Drop off your payment at our office during business hours, Monday – Friday, 9:00 AM to 2:00 PM.
- Use the drop box at the bottom of our driveway.
- Use Official Payments Corporation for online or telephone payments (see enclosed flyer).
- When paying by check, please use black or blue ink. Recently we've had several checks come in written in pink or other lighter colored inks and our scanner can't read them.

## NEW PAYMENT OPTIONS!

We are excited to offer some new payment options for GFCSO customers! Please see the enclosed flyer for details. GFCSO can now accept credit/debit (Visa, MasterCard & Discover,) and e-check transactions. **Customers have the option to pay online, in our office, or over the phone.** To pay online, visit our website at [www.grizzlyflatscso.com](http://www.grizzlyflatscso.com) and click on the link to Official Payment Corporation!

**Official Payment Corporation (OPC) offers this service to the GFCSO at no cost, so only customers who choose to use this option will pay for it.** OPC charges a convenience fee of \$2.95 per transaction. We will continue to accept cash, checks and money orders from customers who do not want to use this service.

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**\*PLEASE NOTE – Our procedures for late penalties and shut offs will not be altered due to this new convenience. If you make a payment through OPC on the day penalties are assessed (21<sup>st</sup> for first tier, 15<sup>th</sup> for 2<sup>nd</sup> tier), you will still be charged the late fee unless the GFCSO office receives a call or email from you with your OPC confirmation number PRIOR TO NOON (12:00 PM). It is the customer's responsibility to notify the GFCSO office. OPC doesn't report payments to us until the next business day!**

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If you have any questions about this new service, you can call our office Monday thru Friday, 9:00 AM to 2:00 PM.

## OFFICIAL PAYMENTS FAQ'S

### Q. Who is Official Payments?

A. Official Payments is the leading provider of electronic payment options for federal, state and local government agencies. Official Payments makes it possible for customers to pay their water bills via the internet or the telephone using their credit cards, debit cards, or electronic checks. Official Payments processes tax and fee payments for the IRS, 26 state governments plus the District of Columbia, and more than 2,200 counties and municipalities across all 50 states.

### Q. What payment methods does Official Payments accept?

A. Visa, MasterCard, Discover cards, (including credit and ATM pin-less debit cards with a Visa or MasterCard logo,) and electronic checks.

### Q. Why is there a convenience fee and why am I paying for this?

A. Official Payments charges a convenience fee for processing the payment transaction. The fee is not charged by or paid to the Grizzly Flats CSD. The convenience fee is assessed to cover operating costs and the costs associated with servicing thousands of card transactions.

You will be informed of all charges and fees before you authorize the payment. You may calculate the exact fee online at [http://www.officialpayments.com/pc\\_feeec.jsp](http://www.officialpayments.com/pc_feeec.jsp). When a consumer uses the service, two line items will appear on their card bill or bank statement. One is for the payment made to the Grizzly Flats CSD, and the other is for the convenience fee charged by Official Payments.

### Q. How safe is Official Payments' system?

A. The system has been tested and proven. The IRS and more than 2,200 state and local governments have chosen Official Payments as an electronic service provider for their constituents. The information gathered is private and will not be forwarded to anyone.

### Q. Will I receive a confirmation of my payment?

A. Yes. You will be provided a confirmation number at the end of the payment transaction. This confirmation number and your card or bank statement will provide confirmation of your card payment to the government agency. If you pay over the Internet at [www.officialpayments.com](http://www.officialpayments.com), you will be issued an on-screen digital receipt, which can be printed as a transaction record. Additionally, if you provide us your e-mail address, you will receive an e-mail verification of your online payment.

### Q. How can I be sure that my payment was processed correctly?

A. You can verify your Internet payment online at [www.officialpayments.com/pc\\_paym.jsp](http://www.officialpayments.com/pc_paym.jsp) if you have provided your e-mail address to us. You will need your confirmation number, the last 4 digits of your card, or the last 5 digits of your bank account. You may also call 1-888-357-8394. You will need your payment amount to process your telephone inquiry.

### Q. Who do I call if my payment doesn't appear on my card or bank statement?

A. Call Official Payments Customer Service toll-free at 1-800-487-4567. Press 1 for English or 2 for Spanish and choose option 4.



Fast Easy Secure



## Grizzly Flats CSD

Pay online at  
[www.OfficialPayments.com](http://www.OfficialPayments.com)

Or call  
**1-800-2PAY-TAX<sup>SM</sup>**  
(1-800-272-9829)

(NOTE: OPC charges a \$2.95 transaction fee for using this service.)



Payments Accepted:

**Water Bills**

