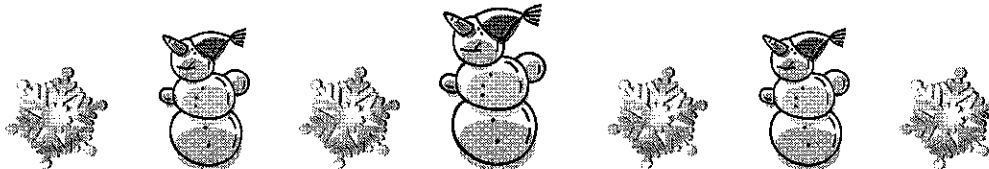


Grizzly Flats CSD Newsletter December 2012



CHANGES TO OUR SCHEDULE OF CHARGES!

The District has reviewed its "Schedule of Charges" and has made some changes that some of you need to be aware of. Several of the charges were modified to better reflect the actual costs of the District. In the last few months we've had several changes which have lowered our costs for processing some of these items. Please review the "Schedule of Charges" enclosed for a list of all the items that have been changed.

CUSTOMER PAYMENTS – NEW OPTIONS!

Several of you have already tried it....but to those who haven't, **remember that you can now pay your bill online with credit or debit cards using Official Payments Corporation (OPC).**

Click the link on our website (www.grizzlyflatscsd.com), which will take you directly to our page on the OPC site. You can make a onetime payment or set up reoccurring automatic payments. You can pay with Visa, MasterCard, or Discover cards. You can also pay with an Echeck. There is a \$2.95 convenience fee charged by OPC for this service.

The District receives a report the next business day of all transactions from the day before. **If you are paying the day a late charge is being assessed (15th or 21st) or to avoid "Termination of Service", please call or email our office with your confirmation number BEFORE NOON so the charge isn't assessed to your account!**

GFCSD HOLIDAY CLOSURES

The GFCSD Office will be closed the following days:

- Monday, December 24 – Christmas Eve
- Tuesday, December 25 – Christmas Day
- Monday, December 31 – New Year's Eve
- Tuesday, January 1 – New Year's Day

In emergency situations only, please call our on-call pager (530) 890-0102. For account inquiries, you may leave a message by phone or email us at: gfwater@sbcglobal.net.

NEW GRIZZLY POND SHIRTS & SWEATSHIRTS!

The GFCSD Office has new Grizzly Pond long sleeve shirts and sweatshirts for sale in a new color....**BLACK!** All proceeds go to improving the Grizzly Pond property with the hope of making it a great community gathering place. Stop in and purchase them during our normal business hours, Monday – Friday, 9:00 AM to 2:00 PM. Long sleeve shirts are \$17 (or \$20 for 2x) and sweatshirts are \$20 (or \$22 for 2x)...many sizes are available!

IT'S THAT TIME AGAIN....WINTERIZING TIPS!

When temperatures begin to lower in the fall, it's time to get ready for winter. Every winter season, homeowners in mountain communities are at risk of the damage and expense caused by frozen pipes. **Please remember that all water charges due to frozen/broken pipes are the homeowner's responsibility.** California law prevents us from making adjustments for these charges. However, just a few precautions can greatly reduce your risk. Check with the local hardware stores for winterizing supplies such as pipe insulation and heat tape!

* DISCONNECT & DRAIN ALL OUTDOOR HOSES

Detaching hoses from outdoor faucets allows water to drain from the pipe.

* INSULATE PIPES OR FAUCETS IN UNHEATED AREAS

If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes before temperatures plummet.

* SEAL OFF ACCESS DOORS, AIR VENTS & CRACKS

Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Just don't block air vents used by your furnace or water heater.

* FIND THE MASTER SHUTOFF VALVE

In case of a leak, everyone in the family needs to know where it is and what it does. It's usually where the water line comes into your house from the street. Also, know how to shut off the water at your meter box!

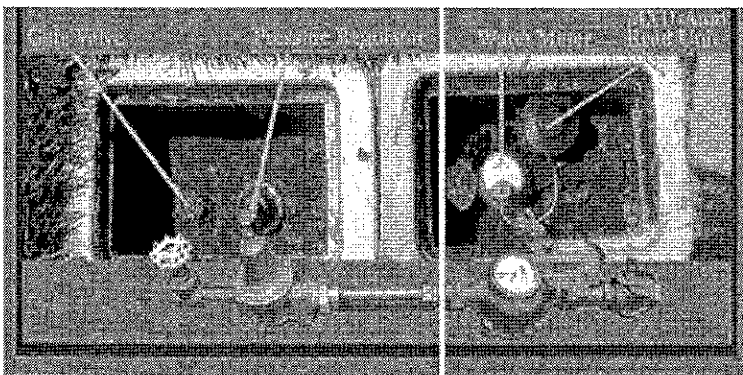
★ WINTERIZE A VACANT HOME

Before vacating your home for the winter, be sure to shut off water to your home. Most homes in Grizzly Flats have two shut off valves – one on the customer's side of the meter box and one at the home. If you are going to be away from your home for more than a day or two, both valves should be turned off. Call the District for assistance with finding your meter box if you don't know where it is.

- First, start at your meter box, usually located near the street at one of your property corners. Turn off the gate valve on your side of the meter (see illustration below).
- Second, open your indoor and outdoor faucets until all the water drains out of the pipes. Don't forget to flush your toilets!
- Close the faucets and shut off the valve at the home. This valve is usually located where the water line enters the home. It's best to leave both the meter gate valve and the home shut off valve turned off.

Once all the lines have been drained, it is important to close all household and irrigation lines so when the water is restored, you don't have water pouring out of every faucet or hose! Also, check with the manufacturer of your hot water heater to see if they have any recommendations for maintaining the equipment while the water service is turned off.

Some people use antifreeze to help prevent freezing. If you choose to do so, pour **non-toxic RV antifreeze** into all traps and drains, including the dishwasher and showers. Do not use antifreeze made for vehicles...it is extremely toxic! Use 2 cups in toilet bowls and tanks, and about 1 cup in other drains.



Shown above is a typical water meter box installation. Not every service looks like this, so please contact us if you need assistance! The "Gate Valve" is what customers should operate when winterizing their homes. Do not turn the valves on GFCSD's side of the meter. Only District staff is authorized to do so.

Why frozen water will burst your pipe

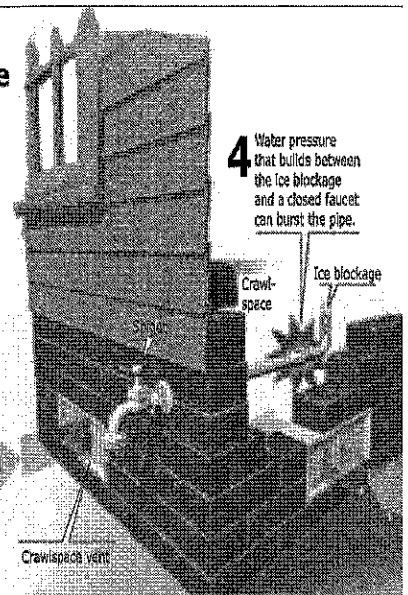
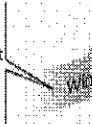
Unprotected pipes are susceptible to cold temperatures because water expands when it goes from liquid to solid form.

1 A gallon of water, when frozen, will expand to a volume 9% greater than the original gallon.



2 Ice blockage becomes more likely when outside temperatures drop to below freezing.

3 A cold wind reaching unprotected pipes quickly removes heat and increases the chance of ice formation.



★ WHAT IF IT'S TOO LATE AND YOU WAKE UP TO FIND THE PIPES ARE FROZEN?

We recommend that you keep a plumber's number handy in case of an emergency. We also recommend that you have a friend or neighbor check your home regularly if you are not in the area. Keep in mind that maintaining low heat in your home does not necessarily ensure that your pipes will not freeze. This is especially true if we experience long electrical outages.

If you think you know where the freeze-up occurred and want to try thawing it yourself, **do not under any circumstances use a torch with an open flame!** The whole house could catch fire. Also, overheating a single spot can burst the pipe. Heating a soldered joint could allow it to leak or come apart.

The easiest tool is a hair dryer with a low heat setting. Wave the warm air back and forth along the pipe, not just on one spot. If you don't have a hair dryer, you can wrap the frozen section with rags and pour hot water over them. It's messy, but it works. Be careful because the pipe may already be broken. It's not leaking because the water is frozen. When you thaw it out, water could come gushing out. Be ready to run for the master shutoff valve if necessary!

WATER EMERGENCY? CALL (530) 890-0102

The District has an operator on-call 24 hours a day, 7 days a week to respond to water emergencies. Our operators' normal work hours are 7:00 AM to 3:30 PM and can be reached by calling the District office. **Customers who have an emergency outside of these hours can call the on-call pager.** Our operators are paid to respond to these pages, so to keep costs down for all of us, please be sure it's an actual water emergency. **Please stay by your phone until we call you back!**

Grizzly Flats Community Services District

Schedule of Charges

Effective: December 1, 2012

Charge Description	Old fee	New fee	Reason for Charge
1st Tier Late Charge	\$10	11% of balance due	An account with a balance of \$60.37 would see a late charge of \$6.64; assessed on the 21 st of each month (or the next business day) on accounts that have not paid for the current month or have a balance equal or greater than \$15.
2nd Tier Late Charge	\$20	11% of balance due	An account balance of \$127.38 (2 months' worth of charges plus the 1 st tiered late charge) would see a charge of \$14.01; This is assessed on the 15 th of each month (or the next business day) on accounts that have a balance equal to or greater than two months' worth of charges (\$120.74).
Service Fee Orange Door Tag	\$15	\$20	Assessed 5 days prior to "Termination of Service". Customers receive an orange tag, hung at their property 5 days prior to service disconnection if they have not made a payment on their account after the 2 nd tier late charge. <i>"This policy will be changing in January to a "48-Hour Notification"</i>
Termination of Service	\$250	\$65	Assessed when water service is terminated due to non-payment. This is done after an account goes unpaid for two (2) months. The account balance must be paid in full prior to the "Reconnection of Service".
Reconnection of Service	\$0	\$60	This fee will be assessed when an account is restored after a "Termination of Service" and must be paid in full prior to the service reconnection.
Returned Check Fee	\$30	\$25	Assessed when a check is returned by the customer's bank for any reason, including (but not limited to) insufficient funds, stop payment, or closed accounts.
Customer Service Call during normal business hours	\$75/hr. or any part of	Charge out based on responding technician(s)'s "Charge out rate" Charged to the nearest quarter hour. Charge would be increased to technician's OT charge out rate if issue isn't resolved before 3:30 PM	This charge is used when operators are pulled from their regular duties to respond to an individual customer's needs. Usually when damaged or broken water lines (District facilities or the customer's property) reach the extent that a simple phone call or quick visit to the location cannot resolve the problem. This is not to be used for simple assistance with line breaks or other water loss may endanger the water system (such as helping a customer turn off their water service due to a leak). A current "Employee Charge Out Rate" will be kept for each employee - the hourly expense of the employee (wages, benefits, & taxes); Current rate is between \$30-\$40/hr, depending on the operator who responds. <i>*There will be a "tax + 10%" markup on any parts needed for repairs to cover our costs for shipping, tax, etc.</i>
Customer Service Call <u>after normal business hours</u>	\$150/hr. with a 4 hr. minimum (\$600). \$75/hr. thereafter	\$200 flat fee (4 hrs. minimum for 1 operator) \$50/hr. per operator thereafter	This charge covers <u>one operator's expense</u> to respond to an after-hours emergency call. We pay the on-call operator a 4 hr. minimum to respond hence the flat fee. Charge would be increased if 2 operators are needed or if the issue takes longer than four (4) hours to resolve.
Voluntary Disconnection	\$75 basic monthly rate continues	Done as a courtesy Basic monthly rate continues as long as the meter is installed.	This was set up to assist residents who forgot to shut off water to their home in the event they will be gone for a prolonged period of time. The intent was to reduce water loss due to broken pipes. Water will be turned off on our side of the meter. The customer will need to contact the GFCSO office to restore service.
Illegal Connection	Current CCF and SIF fee, plus cost of restoring to original condition	Same	No change. This is charged if someone were to make an illegal connection to the water system. The District will notify the proper authorities of this criminal offence.
Meter Tampering or Vandalism	\$1,000 minimum, plus cost to restore to original condition	Same	No change. This is charged when an individual tampers with or vandalizes District property. An example would be a person removing a lock on a water meter which has been placed by the District due to non-payment. The District will notify the proper authorities of this criminal offence.
Lien Charge Admin Fee & Interest Fee	\$250 + \$23 + 1.5% monthly interest	\$230 + 1.5% monthly interest	Reflects the administrative costs to the District to file a lien with El Dorado County against a property that has not paid their water bill. The monthly interest will cover the administrative time to maintain these accounts.