

GRIZZLY FLATS CSD NEWSLETTER DECEMBER 2018



NEW CUSTOMER WEB PORTAL IS NOW AVAILABLE!

We are happy to announce that Continental Utility Solutions, Inc. (CUSI), our billing software provider, is now providing a new “Customer Web Portal” feature! This new online portal allows you to perform a variety of services for your water account such as verifying current account balances, making payments, viewing recent payment history and usage, connecting with customer service, updating contact information and submitting service orders. Customers can also process payments directly through the portal for a convenience fee of \$2.50 or 2.5% per transaction, whichever is greater.

You will need to know your “Customer Code”, to set up the account. The 4 digit code can be found on your monthly water statement. The link to the site is: <https://grizzlyflatscsd.azurewebsites.net>

You can also click on the “Customer Web Portal” link located at the bottom of the homepage of our website www.grizzlyflatscsd.com. CUSI is still working out some of the bugs, so please be patient with them. If you have trouble accessing the site, you can call our office for assistance.

UPCOMING HOLIDAY CLOSURES

The GFCSD office will be closed the following days:

- Monday, December 24th – Christmas Eve
- Tuesday, December 25th – Christmas Day
- Tuesday, January 1st – New Year’s Day

As always, a water operator will be on-call for emergencies.

ON-CALL EMERGENCY NUMBER (530) 497-4666

BOARD MEETINGS – SCHEDULE CHANGE

The GFCSD Board of directors recently voted to change to the schedule for our monthly Board meetings. Meetings will now be held on the 2nd Thursday of each month at 6:30 PM. Meetings are always held at our District office, located at 4765 Sciaroni Rd. in Grizzly Flats. The purpose of this change was to make the meetings more available to the public, and to those interested in serving on the Board who couldn’t due to work conflicts.

We encourage the public to attend, as well as anyone who may be interested in filling a Board vacancy. It gives you an opportunity to see how your water district operates! Regular meeting agendas are posted on our website at least 72 hours prior to each meeting and packets are usually available 24 hour before each meeting at the District office.

ACCESS TO METER BOXES

The District volunteers and staff need access to your meter boxes in order to read meters each month. Please keep your meter boxes clear of snow, mud and other debris so it is accessible between the 18th and 22nd of each month. We read meters in all weather conditions including rain and snow!

If the snow is too deep, meter reads may be estimated. Estimating can cause issues with our billing system though, so we prefer to read the meters whenever possible.

CAN YOU FIND YOUR FIRE HYDRANT?

Snow will be here soon! Please remember to keep the fire hydrants near your home clear when the snow piles up! Fire personnel need quick access to the fire hydrants in case of fire, and the hydrants need to be visible so the snow plows don't accidentally knock them out! For the safety of you and your neighbors, please make sure those hydrants are uncovered!

UPCOMING GFCSO BOARD DIRECTOR VACANCY

One of our Board Directors will be terming out on December 7, 2018, leaving a vacant seat on our Board. We are looking for individuals who may be interested in serving as a Board member. Water industry experience is not necessary.

Role of the Board of Directors:

- Make and approve policies – establish structure.
- Set the direction of the District – ensure that the values, beliefs and desires of the community are captured in all documents that focus and drive District efforts.
- Establish strategic goals and objectives.
- Ensure accountability.
- Inform the community and speak out on behalf of the District's programs.
- Review and approve annual budgets and keep watch on the general financial well-being of the District. This means making decisions on spending, wages for employees, Capital Improvement projects and much more!
- Your job is not to micro-manage operations, but to provide support.

Through your behavior and actions, you have the responsibility to support the General Manager and staff as they carry out the directions of the Board.

Characteristics of an effective Board:

- They operate in an organizational environment of trust, honesty and openness. No secrets, no surprises.
- All board members are perceived to be equally legitimate – no matter how different or difficult an individual may be.

- They tend to immediately turn to solutions rather than finding blame.
- They treat all staff and community members with dignity and respect, even in the face of criticism and opposition.
- They exhibit creative thinking, know how to handle failure as well as success, encourage risk taking and create a climate of support for excellence.
- They do their homework, work hard, and commit the time and energy required to be effective.
- They keep the needs of their community as their primary focus. They do not represent a specific group or agenda. They do not get distracted by day-to-day issues in the District. They stay focused on the District's long term strategic goals.

Note that this is a **volunteer** position that requires a commitment to attend monthly meetings as well as any special meetings as needed. If you would like more information about this position, you can contact our office Monday through Friday, from 9:00 AM to 2:00 PM. You can also refer to the "Board Orientation" document on "The Board" tab of our website at www.grizzlyflatscsd.com. This document offers an overview of how the District operates and expectations for Board members.

WINTERIZING YOUR WATER SYSTEM

Tips for winterizing your home's water system can be found on our website, under the "Customer Info" tab or at this link: http://grizzlyflatscsd.com/wp-content/uploads/2011/12/Winterizing_Tips_20181.pdf

Important tips to remember:

- For your safety and convenience, be sure you know where your water shut off valve is located! Everyone in the household needs to know where it is and what it does. It's usually where the water line comes into your house from the street.
- Keep the inside of your meter boxes clean so you have quick access to your shut off valve.
- Disconnect all outside hoses from hose bibs.
- Take the time now to wrap pipes and winterize your water lines. Remember, all water that passed through the meter is the customer's responsibility, even water lost due to broken pipes.
- Going on out of town? Own a vacation home? If your home is vacant for more than 24 hours, **TURN OFF YOUR WATER.**