**Billing and payment information**

**1/1/16 PLEASE READ**

**You are billed twice a year:**

**Bill 1 [Membership fee, Meter fee and General Assessment]:**

*Bills are sent out at the end of December and are due February first.*

**Bill 2 [Water bill]:**

*Bills are sent out the end of July and are due September first.*

If your payment is late you will be rebilled with a 10% late fee added. If this is not paid on time you will be sent a notice that states that if you do not pay immediately your water will be locked off. There is a $25 service fee added to your bill. If your meter is turned-off for lack of payment there will be a 48 hour shut off posted on your door. If the meter must be turned off a $66 meter off/on will be charged to your bill.

Save yourselves late fees and service charges by paying your bills on time. Unpaid bills cause extra work for the Board and staff and are unfair to those who do pay their bills on time.

**We do not except cash-No exceptions. We accept only checks and money orders. Only shareholders are billed. We do not accept payment from renters.**

**Leak Fees:**

Systems Operator, Mike Probert, reads tank levels every day and can tell if a hose is running or an outside faucet has blown. One hose uses five to seven gallons per minute over a 24 hour period. This results in a 7,200 to 10,000 gallon water loss.

When this happens a leak search is initiated. This can take many hours. Leaks can be very difficult to find, especially if there is snow on the ground. If the leak is found on your property the water at the meter is shut off. A $115 leak search and a $66 meter off/on will be charged to the shareholder. The shareholder will also be charged for the water used as part of the July bill.

**Winterize!**

Be sure to winterize your property, especially if you plan to be gone more than a day or so. Turn off water at your internal property turn-off [not the water meter] and drain the water by opening your lowest tap. Make sure you have an internal water turn-off valve and know where it is.

**Please make sure that we have your phone number and E-mail address so that we can contact you in an emergency.**

**Questions:**

Call Linda Thorne [Office Manager]; **760-728-7526, or 760-468-7119** [***lindajthorne2060@outlook.com***](mailto:lindajthorne776@gmail.com)

***Water rates on back***