

# THE WATER LINE

November 2009

Nob Hill Water Association

Edition 46

## ***Delinquent Auto-Reminder Phone Calls***

Effective January 1, 2010, Nob Hill Water will no longer deliver blue tags to the residence 24 hours before disconnection for non-payment. *Instead*, an auto-reminder call will be made to the phone number on the account 24 hours before disconnection.

***If you would like the reminder call, please make sure the Association has your current telephone number!***

This change is being implemented to help keep costs down.

***Holiday Closures:***  
*Thanksgiving*  
*Nov. 26-27, 2009*  
*Christmas*  
*Dec 25, 2009*

Nob Hill Water  
Board of Trustees

John Fairbrook, President  
Jim Allison, Vice President  
Jeff Stevens, Treas./Sec.  
Doug Keller, Trustee  
Don Emerick, Trustee

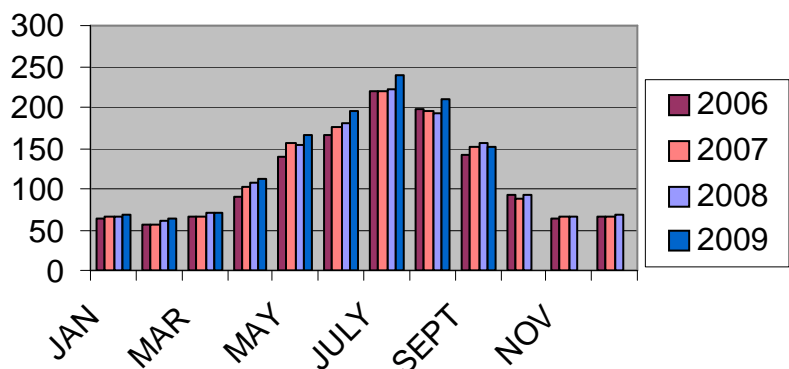
## ***2010 Rate Increase***

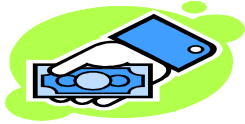
Effective January 1, 2010 there will be a 4% water rate increase. The minimum charge for 0 to 8 units of water will increase from \$17.93 to \$18.65 for a two month billing cycle. The charge per unit after 8 units will increase from \$1.24 to \$1.29. Each unit of water is approximately 748 gallons of water. If you live in the city limits your minimum bill with tax will increase from \$20.80 to \$21.64. If you have any questions, please call the office at (509) 966-0272.

## ***Save Money—Save Water***

Did you know that some high water bills are caused by leaks in toilets? Some of these leaks you can see and hear, but many are ***silent***. These leaks can waste hundreds of gallons of water per day! In an effort to save WATER and MONEY, Nob Hill Water is now providing toilet tank leak detecting dye tablets—free of charge in our office. Can't make it into the office? Then just give us a call and we'll drop the tablets, and directions on how to use them, in the mail to you.

**Water Usage History**





# BILLING INFORMATION



## **When will I get my bill?**

*If the first two numbers in your account are 01 through 06, you will receive your water bill in February, April, June, August, October and December. If the first two numbers of your account are 07 through 13, you will receive your bills in January, March, May, July September and November.*

## **When is my bill due?**

*Your water bill is due 30 days from the billing date, and will be marked on your statement. Past due notices will be mailed immediately after the due date. Since the meters are read at different times during the month, you may note that your due date may shift 7-10 days depending upon the reading cycle.*

## **What if I forget to pay my bill?**

*If your payment is not received in our office within 30 days, you will be mailed a Past Due notice giving you an additional 10 days to pay. If the payment is not received in our office by the 10th day there will be an additional charge of \$20.00 and the water will be disconnected. If the Association has your current phone number (see Article, Page 1), an auto reminder call will be made the day before the Past Due Notice is due as a final attempt to collect payment.*

## **My bill was lost in the mail, will I still get a Past Due notice and ultimately be shut off?**

*Yes. It is the customer's responsibility to know when their bill arrives and make the necessary payments on time.*

## **Will my water be shut off if I don't pay?**

*Yes. If your payment is not received in our office by the end of the 10th day as stated on the Past Due Notice, an additional \$20 will apply, and the water will be discontinued.*

## **If my water is turned off for non-payment, how do I get it reinstated?**

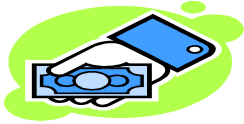
*The full amount that is delinquent, plus any fees, must be received in our office before 4:00 p.m. to have the water re-established in the same day. **SERVICE WILL NOT BE RE-ESTABLISHED AFTER HOURS.***

## **My water bill is only \$20.80; will my water really be turned off for this amount?**

*Yes. If the bill is over \$10.00 all past due procedures will apply.*

## **I can't pay my water bill, will the Association take a promise of a future pay date?**

*No. Since customers have over 40 days to pay their water bill, no extensions will be granted for payment. Payment **MUST** be received in the Association's office by the date on the Past Due notice.*



# BILLING INFORMATION

CONTINUED...



## **Can I send in a post dated check?**

*No. This is the same as accepting an extension on a payment.*

## **My bill is only two days past due, will I be sent a past due notice?**

*Yes. If your payment is not received in the Associations office by the 30th day, you will be sent a past due notice.*

## **I just made a partial payment, will that keep my water on?**

*No. A partial payment does NOT extend the due date of the full bill.*

## **Can I use bill pay on my bank's web site?**

*Yes. However, be advised that payments through your bank's web page often takes 5-7 days to be received in our office. If using this service, please allow appropriate time for the payment to be received in the Association's office.*

## **Can I use my bank's web site to pay if I receive a Past Due notice?**

*Yes. However, your payment MUST be received in our office by the Past Due notice due date, or the water will be disconnected.*

## **Can I use my debit/credit card to make a payment?**

*Yes. The Association can now accept debit/credit card payments. A convenience fee will apply.*

## **Is there a way to automatically pay my bill without a fee?**

*Yes. Customers may sign up for automatic withdrawal from a savings or checking account. Customers will still receive a statement showing the amount that is owing before any withdrawal is made. If interested, please complete the form on the last page of the newsletter and return to the Association's office.*

## **What if I have other questions about billing or my account?**

*Any additional questions may be directed to the Association's office at 966-0272 between 8 a.m. and 4:30 p.m., Monday through Friday.*

## ***Effective January 1, 2010 the following fees will apply...***

- ◆ A \$10 charge will apply on all returned items.  
(NSF on checks and autopay, Stop Payments, Acct Closed, Etc)
- ◆ A \$20 charge will apply for delivery of the notification for the above items.
- ◆ A \$20 charge will be added to the account on the 11th day after a past due notice has been sent.
- ◆ A \$100 charge will be added to the account for *ANY* tampering with the meter and/or using the hydrant *WITHOUT* a permission.

*Sign up today for Autopay!!!!*

Simplify your life with our Automatic Payment Plan! When you join, your payments will be deducted from your bank checking or savings account on the date specified, either the 5th or 20th of the month. For your records and convenience, you will continue to receive your bi-monthly water bill.

Automatic Payment is SAFE and SECURE. Electronic transactions are protected by federal regulation and are subject to stringent safeguards. Automatic Payment is also FLEXIBLE and can be cancelled at any time by sending reasonable advance notice to your bank and Nob Hill Water.

**To sign up for Automatic Payment fill out the form below and return to Nob Hill Water along with a voided check or savings deposit slip.** If you have multiple accounts with Nob Hill Water you will need to fill out one form per account.

**AUTOMATIC PAYMENT PLAN AUTHORIZATION AGREEMENT**

I (we) hereby authorize Nob Hill Water Association to automatically withdraw from my (our) bank account identified below the amount due on my (our) bi-monthly billing statement for the water account listed below. I (we) authorize the Financial Institution listed below to accept such withdrawals initiated by Nob Hill Water Association. The withdrawals shall be made from my (our) bank account on the date specified.

NOB HILL WATER ACCT. # \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

PAYMENT DATE: (CHOOSE ONE) \_\_\_\_\_ 5TH OF MONTH \_\_\_\_\_ 20TH OF MONTH

CUSTOMER NAME: \_\_\_\_\_ SERVICE ADDRESS: \_\_\_\_\_

CHOOSE ONE: \_\_\_\_\_ CHECKING ACCT. \_\_\_\_\_ SAVINGS ACCT.

FINANCIAL INSTITUTION: \_\_\_\_\_

BRANCH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

TRANSIT/ABA #: \_\_\_\_\_ ACCOUNT #: \_\_\_\_\_

This authority is to remain in full force and effect until Nob Hill Water has received written notification from me (or either of us) of its termination in such time and in such manner as to afford them and the named financial institution a reasonable opportunity to act on it.

DATE: \_\_\_\_\_

SIGNATURE(S): \_\_\_\_\_