

Iowa Lakes REGIONAL WATER MEMBER NEWSLETTER

February 2013

ILRW Announces Change In Rates Effective April 1, 2013

Recently, the Board of Directors analyzed the financial condition of the system as part of their annual audit to ensure revenues are meeting the water district's financial requirements for operation and maintenance costs, funding the reserve policies for system replacement, and payment of debt service. After reviewing the financial projection for the upcoming year, the Board decided a small rate adjustment is necessary.

On April 1, 2013, the rate change will become effective. Users will see a 1% increase in the monthly minimum and all step rates in the rate structure on their water bills in April for their March usage.

The monthly minimum will increase \$0.52 from \$52.10 to \$52.62. A household with average usage of 5,000 gallons of water a month will see an increase of \$0.88, in their monthly water bill.

It is the policy of the Board of Directors to establish rate structures that treat all classes of users equally so one class of users does not subsidize another class of users. For this reason, in setting the monthly rates, the Board requires all customers to pay a monthly minimum regardless of whether water is being used.

ILRW appreciates your continued support of the rural water district and hopes you enjoy your safe, dependable source of water.

Payment Options

Several payment options are available at ILRW for customers to utilize when paying for their monthly bill. Choose the method that best suits you!

- Mail a check or money order
- Drop payment off at the office or in the drop box located in the front entryway of ILRW's office - accessible 24 hours a day, seven days a week
- Go online at www.officialpayments.com and use a credit/debit card or electronic check
- Monthly bank withdrawal

To get more information on these options, check out ILRW's website at www.ilrw.org/makepayment.html or contact Kristy Peters at 712-262-8847 or kristy.peters@ilrw.org.

Service Call Rates

With every structure comes maintenance and maintenance entails supplies and labor, which require monetary funds. ILRW is proud to provide quality water and services to its customers. As a reminder to our customers, the following list of service call items are all chargeable services.

- Turning water on/off for plumbing or remodeling projects
- Raising a curb stop
- Meter pit relocations, repairs, or extensions
- Identification of a customer's leaks to their private lines, including their service line
Remote post repair/replacement

The current cost for chargeable service calls is \$37.00 per hour plus mileage at the IRS rate (currently set at 56.5 cents). If the use of ILRW equipment, such as a backhoe, is required at one of the above listed service calls or requested by the customer on work being performed, reimbursement for all equipment and laborer charges (based on ILRW's current schedule of equipment and labor rates) will apply.

If you have any questions regarding our rates or services, please contact our office at 712-262-8847. Representatives of ILRW are happy to help you.

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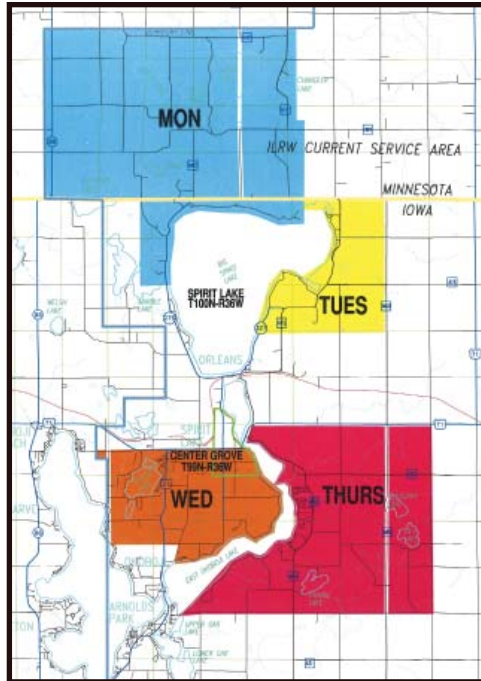
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Spring Reconnection

With spring quickly approaching, ILRW wants to remind seasonal customers of the updated spring reconnection policies that are being used.

As most users are already aware, there is a \$40 charge to have the water shut off for the winter and turned back on in the spring - known as ILRW's Winter Disconnect & Spring Reconnect Program. The \$40 is a one-time charge which includes both the disconnect and reconnect appointments and is applied after ILRW has completed the disconnection appointment. Customers are required to notify ILRW 48 hours in advance of when they would like to schedule their winter disconnect or spring reconnect appointment.

Customers are required to schedule their appointment on a specified day of the week according to their service location. If customers require a different day other than the specified day or less than 48-hours notice is given, a \$75.00 charge will be applied in addition to the \$40.00 fee.



A schedule of the specified day of the week for winter disconnect and spring reconnect appointments, as well as a color-coded map of the Lakes Area schedule, is displayed to the right for your reference.

We appreciate your cooperation on implementing this new policy as a way to lower fuel and labor costs associated with the Seasonal Disconnect and Reconnect Program.

LAKES SERVICE AREA

Monday (blue area on map)

Loon Lake
Marble Place
Auditor's Plat
Two Lake Lots
Crandall's Beach
Leisure Beach
Shorewood Acres
McClelland's Beach
Shore Acres

Tuesday (yellow area on map)

Anglers Bay
Martha Yarns
Harlan Beach
Sandbar Beach
Jones Pasture

Wednesday (orange area on map)

Center Lake
Center Lake South
Chalstrom Beach
Loch Knolls
Lutheran Lakeside Camp
Tusculum Beach
Francis Sites

Thursday (red area on map)

Bridges Bay
Kelly's Beach
Okoboji Woods
Twin Hills
Moore Lake
Camp Foster
Royal Oaks
Acorn Ridge
East Oaks Estate
Arthur Heights
East Okoboji Beach
Strube's Addition
Frahm's Addition
Village Park
Pollards Subdivision
Lakeside Terrace

BUENA VISTA/CLAY SERVICE AREA

Monday & Tuesday

North of Hwy 10
Includes Lost Island & Silver Lake

Wednesday & Thursday

South of Hwy 10

Iowa Lakes Regional Water

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Website: www.ilrw.org



Iowa Lakes Regional Water is an Equal Opportunity Provider and Employer

Emergency Contact Information

For water emergencies between the hours of 5:00 p.m. and 8:00 a.m. on weekdays and anytime on Saturday, Sunday, or holidays, please call 712-262-8847 to access ILRW's emergency information.