

Iowa Lakes REGIONAL WATER MEMBER NEWSLETTER

March 2014

ILRW Announces Change In Rate Structure Effective April 1, 2014

Annually, the Board of Directors evaluates the water rates to ensure the rates are providing sufficient revenue to meet the District's financial requirements to operate the water system including: operation and maintenance costs, payment of debt service, and funds to support reserve policies established by the Board of Directors for system replacement.

Over the past several years, ILRW has kept all operating and maintenance costs as low as possible, but with increases in electricity, chemicals, fuel and other operational components from vendors, it is not practical to operate without an adjustment, as there would be a short fall to cover these costs.

This year a 1% rate adjustment is necessary to meet all the financial requirements to operate the water system. On April 1, 2014, the new water rates will become effective, which includes water usage in March.

Along with the change in water rates, there was a re-structuring of the rate schedule. As you know, the Board of Directors requires all customers to pay a monthly minimum regardless of whether water is being used. Otherwise, seasonal users would be paying less each month for the debt service and year-round users would subsidize funding on behalf of the seasonal users. This debt service component of the monthly fee must be shared by all users each month of the year. Therefore, this year, with

the re-structuring of the rate schedule, the Board of Directors has taken action for users who were paying the same monthly minimum for no water used as those within that same period that were using either 1,000 or 2,000 gallons of water.

With this year's re-structure of the rate schedule, the Board of Directors recognizes that the minimum water users (0 gallons) will pay only the debt service, which remains a fair allocation of that cost to all the District's customer classes. The rate schedule will now include a water rate for each 1,000-gallon increment of usage per month instead of combining the first 2,000 gallons of usage in the first step. Stated another way, the monthly minimum or usage of 0 (under 1,000) gallons will adjust to \$53.15, usage of 1,000 gallons will be \$55.38, usage of 2,000 gallons will be \$60.77, and usage of 3,000 gallons will be \$66.16.

Again, on April 1, 2014, the new water rates will become effective, which includes water usage in March.

Iowa Lakes Regional Water

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Iowa Lakes Regional
Water is an Equal
Opportunity Provider
and Employer

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Service Call Rates

Effective April 1, 2014, ILRW will adjust the service call fee to \$40.00 per hour plus mileage at the IRS rate for customer requested service calls, which include:

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

If the use of ILRW construction equipment, such as a backhoe, is required at one of the above listed service calls requested by the customer, 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 and we would be happy to assist you.

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, as well as 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, an additional \$75.00 charge will be applied.

A schedule of the specified day of the week for winter disconnect and spring reconnect appointments is available on ILRW's website at www.ilrw.org/servicecalls.html. We appreciate your cooperation on this policy.

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.



<https://epay.4gov.com/ilrw>

ILRW has implemented a new application customers may utilize to pay their bill called ePay that takes the place of Official Payments. The ePay application is more user-friendly and allows customers to view information about their account.

By going to the website at <https://epay.4gov.com/ilrw>, customers can setup an ePay account and login to the system to view their account history, pay their bill(s), or sign-up to have their monthly bill automatically withdrawn from their bank account.

To setup an ePay account, customers will need to have:

- E-mail address
- Pin # (*found on the ILRW paper bill*)
- Password
- Security Question
- Security Answer
- ILRW Account Number

With the change in payment applications, comes new advantages, as well as differences in the procedures. The advantages and differences are noted in the boxes to the right.

We hope customer's find the new system to their liking with all of the additional advantages it offers.

If you need assistance or have any questions on ePay, please contact Kari Graesing directly at 712-580-6971 or kari.graesing@ilrw.org.

Advantages of ePay

Customer's can:

- View basic account information
- View account history
- Sign-up for automatic debit (*current automatic debit customers will remain signed up and will not see any change nor do they need to sign-up again*)
- Available 24/7
- Payment is immediately reflected on the account and viewable to customer

Differences

With ePay, customer's will notice the following changes:

- Customer's must register and setup their ePay account themselves
- The pin # cannot be obtained from ILRW representatives or through the ePay system.
- ILRW can no longer take payments over the phone; payment information must be entered into the ePay system by the customer.
- There are fees for electronic check and credit/debit transactions.

Electronic check ... \$1.49
Credit/Debit \$3.99

If a customer utilizes automatic debit, there are no additional fees, only the balance is due.