

# Iowa Lakes REGIONAL WATER MEMBER NEWSLETTER

March 2015

## ILRW Announces A Small Rate Adjustment For 2015 *Rate Increase To Take Effect April 1st*

Water rates are set for a slight increase beginning April 1, 2015. The ILRW Board of Directors met recently and, after an extensive look at the current financial statements and predictions for the upcoming year, decided that rates would need to be adjusted to maintain the company's financial stability. However, only a 2.7% rate adjustment is necessary due to rising expenses. ILRW experienced increases in electricity, chemicals, fuel and other operational components from vendors, including updates to technology equipment.

By implementing some of today's leading technologies, ILRW has been able to increase efficiency and productivity in serving you with its products and services. Members get more convenient methods put into practice and experience quality, reliable service and faster response times when proper, up-to-date tools are available.

The new rates will be used to calculate bills starting April 1, 2015 for March usage. The monthly

minimum charge will be \$54.59 plus tax for usage up to 1,000 gallons. Usage of 1,000 gallons will adjust to \$56.87, 2,000 gallons to \$62.41, 3,000 gallons to \$67.95, and 4,000 gallons will go to \$79.77.

A single person uses an average of 1,500 to 2,000 gallons per month and can expect their bill to be \$62.41 each month. A family of four, with average usage of 6,000 to 8,000 gallons per month should expect their monthly bill to be between \$102.00 and \$124.00 on the new rate schedule.

At ILRW, we realize that it is becoming harder to make ends meet with your hard-earned money when it seems that income doesn't increase at the same rate as the costs of living. Which is why an increase to the rates is never an easy or quick decision for the Board. Rates are increased as little as necessary.

ILRW continuously strives to improve in all aspects and appreciates your understanding and cooperation with the policies and structure in place.

### NEW RATES will go into effect April 1, 2015

This year a 2.7% rate adjustment is necessary to meet all the financial requirements to operate the water system.

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Iowa Lakes Regional Water is an  
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### 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.

### Safety Reminder

Members are not allowed to enter meter pit.

**I can enter in all of my information until I get to the zip code box when making a payment...Why won't it let me enter my zip code?**

Make sure the cursor is in the front of the box where you type the information in.

*Quick Fix:* Put your cursor in the previous typing box and hit the Tab key and then enter your zip code.

**The amount I want to pay is different than what is showing on the screen...Can I pay more or less than the balance showing on the screen?**

You can edit the balance that you want to pay if it is less than what is shown on the screen by clicking on the amount and entering in your desired payment into the box that pops up.

The program does not allow payments for more than the balance shown on the screen.

**I voided, cancelled, or did not complete my payment, but the transaction is still showing up on my bank account.**

The transaction will not continue to process, however, it does take the vendor a few days to cancel or reverse the pending transaction.

*Funds immediately show as a pending withdrawal, but are voided in 2-3 days.*

**I'm setup for monthly ACH for my water bill, can I pay service call fees this way, too?**

No, unfortunately the billing system does not allow the two to be combined and all payment for service fees must be in the form of check or money order and submitted to our office.

# Service Call Rates & Other Fees Changing

Rising costs are all around us. Thus, effective April 1, 2015, ILRW will be adjusting some of the fees that are charged for service calls and administrative functions.

ILRW provides a wide range of services. Calls regarding pressure and water quality issues are performed by ILRW for no cost to the member. If a member requests other services, such as the list of items below, labor time, mileage, equipment used, and materials used will be tracked and billed to the member at the rate schedule in place at the time the service is performed.

- 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
- Testing of a meter for accuracy
- Remote post repair or replacement



The rate for billable services will increase to \$45.00 per hour plus mileage starting April 1, 2015. The seasonal disconnection charges will remain unchanged. Currently, members are charged \$40.00, which includes both the winter disconnect appointment and spring reconnect appointment. If a member requires

## ILRW FEES *Effective April 1, 2015*

|   |           |
|---|-----------|
| Billable Service Calls                  | \$45.00   |
|   | + Mileage |
| Seasonal Disconnection                  | \$40.00   |
| <i>Non-Compliant</i>                    |           |
| Seasonal Disconnection                  | \$75.00   |
| Returned Check/<br>Non-Sufficient Funds | \$40.00   |
| Reconnection Fee for<br>Non-Payment     | \$75.00   |

their appointments to be completed on a day other than what is set forth in the policy or 24-hour notification is not given, a \$75.00 fee is applied in place of the \$40.00 charge.

ILRW strongly recommends members utilize the seasonal disconnect program if they will be gone for a period of time during the winter season.

The list of specific appointment days for the winter disconnect and spring reconnect appointments can be found on ILRW's website at [www.ilrw.org/servicecalls.html](http://www.ilrw.org/servicecalls.html).

On the administrative and accounting side of the business, certain fees will be adjusted, as well. For returned checks or non-sufficient funds, the fee will be \$40.00 instead of the previous \$20.00 beginning April 1, 2015. The reconnection fee in place if disconnection for non-payment occurs, will remain at its current \$75.00 fee.

If you have any questions regarding our rates or services, please contact our office and we would be happy to assist you.