

KANE COUNTY WATER CONSERVANCY DISTRICT

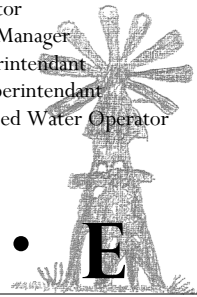
Board Members:

Bonnie Altig—Cedar Mountain
Merlin Esplin—Long Valley
Brent Judd—Kanab Creek/Alton
Dirk Clayton—Kanab Creek/E-W
Cloyd Chamberlain—Kanab Creek/N-S
Kenneth Smith—Johnson Canyon
Tony Chelewski—Paria River

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435-644-3997
KCWCD@KANAB.NET
WWW.KCWCD.COM

Management:

Michael E. Noel—Director
Randall Brown—Office Manager
Jeff Hoyt—DCWS Superintendent
Mark Fisher—JCWS Superintendent
Roger Williams—Certified Water Operator



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Time to Winterize!

It's that time of the season to make sure your water lines are protected from winter weather. The freezing level (especially on Cedar Mountain) is relatively deep and pipes will be less likely to break if they are buried at the six foot level. Property owners are responsible for the water line that extends from the meter barrel to (and into) your structures, including any spigots or yard valves. Remember to wrap them securely to keep the lines from breaking during the harshest of winter weather.

As a reminder, snow removal and access to your meter barrel is the customer's responsibility. Should you need KCWCD service personnel to check your meter, the snow must be removed first. If the area around your meter is not cleared, we cannot respond.



Please be sure to monitor your winter bills for evidence of leakage. If you get an unusually high reading during the winter, go to your property and check your water lines, or have whoever services your property during the winter check your pipes. Damaged water lines and/or broken indoor pipes can cause considerable damage to your property. KCWCD is not responsible for property damage due to water leaks.

Changes in 'High Reads & Disputes' Policy

The KCWCD has changed its "High Reading Audit" policy for responding to abnormally high readings on customer's water meters. The following policy has been approved by the Board of Directors: "After each meter reading, meters with usage deemed excessive will be checked by company personnel for accuracy. If any such meter is running, the KCWCD reserves the right to turn off the customer's valve on the back side of the meter, or in cases where the external valve is not present, [we will turn off at our discretion] the valve inside the meter barrel." A note will still be left on the door to indicate why the water has been turned off at the valve. This is a change from our previous policy of checking meters that read 10,000-15,000 gallons of usage or more.

If a customer wishes to dispute a meter reading, a second reading can be requested. A time will be arranged when both the customer and a KCWCD representative can view the meter reading. If the disputed reading is accurate, the customer will be charged a service call at the applicable rate (\$45/hr during regular hours; \$65/hr after hours). If the reading is inaccurate, the billed usage will be adjusted according to the accurate reading.

Late payment time reduced

Recent changes to our delinquency policy has shortened the length of time between nonpayment and meter lock-out by 30 days. Any account that is not paid in full on the due date will be assessed a late charge of \$5 or 1.5 percent interest charge, whichever is greater. The customer will then receive a delinquency notice in the mail that gives them until the next due date (usually the 15th of the following month) to pay the total amount owing. If payment is not received within that 60-day period, their water meter will be locked and the customer assessed an additional \$90 lock-out fee.



Please remember that non-payment or receiving a disconnect notices does not release the customer from their obligation of paying. Interest and monthly fees will continue to accrue until the balance is paid in full.

Copies of all our policies can be accessed on our website at: www.kcwcd.com.

Damage to SR-14 Adds Driving Time to Cedar Mountain

Driving time to Cedar Mountain has increased due to a landslide on state Route 14 between Cedar City and Duck Creek Village. Estimates have it that 1,700 feet of road was damaged by the displacement of nearly 1.5 million cubic feet of material. The massive landslide occurred on the morning of Oct. 8 at approximately 5 a.m. and no injuries have been reported.

The Utah Department of Transportation (UDOT) said it would most likely take 3-4 months to repair, which effectively closes the highway for the winter. The road is currently closed from milepost 5

to the SR 148 junction, which is approximately 8 miles east of Cedar City. UDOT indicated the slide occurred on the south side of the mountain in Cedar Canyon.

Cabin owners in Duck Creek Village will need to use state Route 89 from Long Valley Junction as an alternate route; and motorists traveling via Interstate 15 in Iron County (Cedar City) will need to use state Route 20 to SR 89.



If you aren't pulling a heavy load (trailer, cattle, etc.) one of the quicker routes to Duck Creek Village is to go out of Cedar City to Parawon, then drive to Brians Head Ski Resort; take the route over the Cedar Breaks to SR 14 (it takes you to the portion that is not

damaged). This still adds about 45 minutes to the drive, but is quicker than SR89. The road is steep in several places and hauling a large or heavy load is not recommended.

Photo courtesy of the Utah Department of Transportation.

Help Us Post Your Payment

The KCWCD would like customers to help ensure that payments on their account get posted accurately. In order to avoid mistakes, we would like to ask customers to regularly do the following:

- Make sure your checks are addressed to either the Kane County Water Conservancy District or KCWCD; we cannot process checks made out to the Kane County Treasurer.
- Include your (entire) account number on your payment; please do not use the meter number. Customers using online payment services are asked to double check the account numbers that will be printed on their check.
- Include the payment stub (if possible), as this will help ensure an accurate posting.
- Double check the address you are sending your payment to: 190 W. Center Street, Ste. 200, Kanab, UT 84741.



If you receive a statement and feel it is inaccurate, please wait until your payment clears before calling our office. Once we have the check number and the date it cleared, we can track it more efficiently. Thanks for your assistance!

Board Meeting Change

Monthly Board meetings of the Kane County Water Conservancy District are usually held the 2nd Thursday of each month. Due to scheduling conflicts, the November 10, 2011 board meeting has been rescheduled for November 3. This meeting will include a parameters resolution for a bond regarding the drilling of a new well in Johnson Canyon, and construction of the transmission line to connect it into the existing system.

On December 12, 2011, a public hearing will be held to discuss this bond. The hearing is held expressly for public comment before the bond is approved by the board. A separate notice will be mailed with next month's billing statements giving more detailed information .

A complete schedule of meetings, as well as an agenda for the current meeting, can be found on our website at: www.kcwcd.com. The agenda for each board meeting is posted as soon as possible, but no later than 24 hours prior to the meeting.

We realize many of our customers live outside the area and it is unfeasible to attend these meetings. If you have a concern that you feel should be addressed, please feel free to write to us or e-mail our office and we will forward the message to the appropriate personnel.

