



2013/14 Rate Increase 3%

Many of you have noted that rate increases have been between 7% and 10% for the last several years.

These increases were necessary to ensure that the District could cover yearly operating costs (instead of operating at a loss), make much needed improvements to the water system and its buildings, and to begin building the reserve fund for new projects such as the new treatment plant. We are now at a place where operating costs are sufficiently covered, a number of improvements have been made, the capital reserve funds are sufficient to begin the preliminary design process for the new St. Mary Treatment plant, and the Capital Surcharge now being collected on each invoice will continue to build the reserve fund. Therefore, we are pleased to announce that at the February Board meeting the Trustees agreed that rate increases for 2013/14 tolls and 2014 parcel tax would be kept to 3%. The appropriate bylaws

reflecting the increases will be enacted later this year.

Due Dates

Just a reminder that each invoice now clearly shows how much is due when you pay on or before the due date, and the amount owing, including penalty, after the due date.

Our invoice terms are: Due and payable 30 days from the date of the invoice. Payments must be received in the office no later than 4:00 pm on the due date in order to be processed before the penalty date. Please note that online payments take 1-2 days to reach us.

Before paying, be sure to double check that you are paying the correct amount and to the correct account (water or parcel tax). However, if you do overpay we'll credit it to your account.

Annual General Meeting

The 2013 Annual General Meeting (AGM) is scheduled for 7:00 pm Tuesday, April 16th at the Community Gospel Chapel on Vesuvius Bay Road.

The call for nominations for Trustees will appear in the Driftwood and on our website in the next couple of weeks.

For information about our Trustees and our governance process, visit the About Us section on our website.

Customer Information Updates

Thank you! We had an overwhelming response to our requests for your updated information. Please bear with us as it will take us a bit of time to update everyone's file.

If you didn't complete a form and would like to, you can get one on the Contact page of our website or stop by the office.

For more information about us, our rates, our policies, tips on how to check for a leak or sign up for online banking, and much more, please visit our website.

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