

# News from the GM

## MARIANA RANCHOS COUNTY WATER DISTRICT

### Do we have your current email address?

We have been implementing an exciting new service that will make it easier for you to make your water bill payment. You currently can:

- ◆ Make and schedule payments online!
- ◆ Access your account information 24 x 7 via the internet!
- ◆ View your previous payments (conveniently stored in one place)
- ◆ Confirm that your payment was received!

In order to receive your bills and use the service, we'll need your current email address. Even if we already have your email address, please verify it for us by writing it on your next check payment, stopping by the office, or sending us an email with your name, address or account number to:

**[service@marianaranchoscwd.org](mailto:service@marianaranchoscwd.org)**

### How does it work?

1. Click on the "View or Pay Your Bill" button in your email notification to access the secure payment site.
2. Enter your payment information for an express payment or register to view your account and schedule a payment.
3. Receive an email confirmation of your payment amount and the payment date.

### I personally use this service as follows:

1. I scheduled automatic payments to be made when I set up my account.
2. On billing day I receive an invoice in my email. I do nothing!
3. On the due date, my payment is made automatically. I do nothing!
4. I then receive a confirmation receipt in my email that states my payment has been made. How much easier could it be?

**No check writing...Avoid late payments...Pay your bill while traveling**

### OFFICE CLOSURE FOR THIS MONTH

In the month of October, the office will be closed during the week of the 18th thru the 22nd. This allows the District to save money on electricity and gas by keeping the employees in the field during the hours the office is normally open.

#### SPECIAL POINTS OF INTEREST:

- This month's Board meeting is Tuesday, October 12th at **12:00 pm**
- Office CLOSED 18th thru 22nd this month.
- Please call the office with any questions or to receive financial assistance with your bill.

#### INSIDE THIS ISSUE:

Do we have your current email address?	1
Office closure for this month	1
September Agenda Actions	2
October Agenda Items	2
Water District Maintenance	2
Contact Information	2
Phone Numbers	2

**EMERGENCY AND AFTER HOURS  
PLEASE CALL 760-912-9400**



M A R I A N A R A N C H O S  
C O U N T Y W A T E R  
D I S T R I C T

James Hansen  
General Manager

Becky Sipes  
Office Asst/Board Secretary

9600 Manzanita Street  
Apple Valley, California 92308

Phone: 760-247-9405

Fax: 760-247-1205

E-mail: [gm@marianaranchoscmd.org](mailto:gm@marianaranchoscmd.org)  
[www.marianaranchoscmd.org](http://www.marianaranchoscmd.org)

**Office Hours: 9:00am-1:00pm M-F**  
**Closed the 3rd week of every month**

### September Regular Meeting of the Board

The following actions took place:

The Board was updated on Grants/Loans  
Electronic Meeting Participation was further  
tabled to the November Meeting.

Waiver of Written Notice was approved.  
Resolution #15 amending the Conflict of Inter-  
est Code was approved.

### Agenda Items for the October Regular Meeting

Grants/Loans update to Board Members with  
visitors from California Rural Water and Nolte  
Engineering.

Re-visit our Late Fee Structure  
Discuss how to conduct Closed Session Meet-  
ings.

## W A T E R D I S T R I C T M A I N T E N A N C E

I wanted to take the time this month to thank all of you out there that have been inconvenienced by our replacements, updates and repairs. In the last two years we have replaced over 200, old and worn out meters. During this process we have installed simple backflow protection, customer shut off valves and new fittings in an effort to rebuild our District, literally from the ground up.

Now we can get back on track with our meter program. We should be replacing approximately forty meters per year. By doing this we end up ten years from now with no meters exceeding their 10 year life span. And the associated hardware and fittings we install should last another thirty years at a minimum.

So again, *Thank you for your understanding while we rebuild.*

I would also like to invite each and every one of you to the next regular meeting. We will be going into great detail on the Grant/Loan situation with the USDA. Our District is looking at \$1.9 million in improvements over the next two years. Please try and attend!

*"The mission of the Mariana Ranchos County Water District is to efficiently serve our customers with the highest quality water, 24/7."*