

SPRING NEWSLETTER

Pine Cove Water District

April 1, 2022

Office Updates

The PCWD office is opened to the public.

We are still trying to keep visitations limited. We ask that there is only 1 person in the office at one time, masks are recommended, and utilize other resources if you do not need to physically come to the office.

We are available by phone at 951-659-2675

Emergency after hours phone 951-294-8282

Email JPotter@PCWD.org, Becky@PCWD.org, or Jennifer@PCWD.org

You can pay your bill online by following the instructions and link on our webpage <https://www.pcwd.org/billing/payment-options/> or you can drop your payment off through the mail slot in the front door or call in a credit card (merchant service fee is added).



CUSTOMER APPRECIATION BBQ and retirement celebration for Jerry



Tri-tip Sliders
Vegi Burgers
Hot Dogs
Soda
and Staff Made Side Dishes

All Pine Cove Residents welcome - bring the whole family
Friendly dogs welcome – MUST play well with others

Please RSVP by Wednesday, May 15th
to the office at 951-659-2675 or by email at
info@pcwd.org
to make sure we have enough food

SATURDAY, JUNE 11, 2022
11:00am – 1:00pm
For Pine Cove Residents
RSVP REQUIRED
Dutch Flats



Check out our blog

Our blog is active. We try to get new information out every Friday.

Recent topics have included:

FREEBIES, Mountain Living Tips, Water Conservation, Office news / Meetings / Closures, and more

Keep up to date at <https://www.pcwd.org/home/blog/>

Pine Cove Water District
24917 Marion Ridge Rd.
PO Box 2296
Idyllwild, CA 92549-2296
951-659-2675
Emergency 951-294-8282
www.pcwd.org
Mon – Fri 9am – 4pm

Welcome to all our new residents

Pine Cove Water District would like to welcome all our new customers! Our records indicate there are 97 new customers to Pine Cove since July. PCWD, would like to remind all customers to turn your water off at the customer valve when leaving your mountain home. If you don't know where your customer valve is or how to turn it off, please give the office a call during normal business hours and we would be happy to assist you.

If you have renter(s) please make sure they are aware of billing and conservation. All water bills are kept in the homeowner's name and it is up to the landlord and tenant to make arrangements on how the water bill are handled. If you have any questions or concerns regarding your water bill, please feel free to call us during normal business hours and we will be happy to discuss your bill with you.

Billing Cycle & Fees: The bi-monthly minimum is \$77.00 for two month billing period, excluding any water usage. Water usage will be billed as follows:
\$7.00 per thousand gallons from 0 to 7,500 gallons
\$9.00 per thousand gallons from 7,500 to 15,000 gallons
\$11.00 per thousand gallons over 15,000

Water bills are mailed around the 1st of the Billing Month (even months). All bills are due and payable by the 1st of the following month (odd months). Any bill not paid by the due date will be termed delinquent and subject to a \$15.00 late fee and/or termination. If shut off, a reconnect fee of \$75.00 will be charged, in addition to the current amount due, to re-establish service.

There are several ways to pay your bill. ACH Auto Draft is a free service; the payment is automatically taken out of your bank account (filled out form required). You can log on to your account online, and pay with a Visa/Mastercard/Discover, or E-check. To register your account online, you will need your account number, and the Municipality Code which is PineCoveWDCA. Go to www.pcwd.org and click the "Billing" tab and the Payment option link. Next, click on the www.ub-pay.com link and register your account from there. You can come into the office and pay by check, cash, or card. One person at a time please. Call with a credit/debit card. Please note that there is a convenience fee of \$3.00 per hundred dollars charged if using a credit card. Drop payments thru the slot on the front door or mail a check or money order.

Board Meetings: Here at the Pine Cove Water District, our monthly board meetings are always held on the second Wednesday of each month at 10am sharp and are open to the public. May 11th will be our last Zoom meeting. You can join by entering the meeting number and passcode listed on the agenda each month on our webpage as well as at our door.

The meetings will once again take place in person starting in June in the board room at the district office, located at 24917 Marion Ridge Road, right next to the fire station. The public is always invited to attend. If you cannot attend the meeting, the agenda is posted on the Friday before the meeting right outside the door of the district office as well as on our website, www.pcwd.org, in compliance with the Brown Act.

The minutes from previous board meetings are also posted on our website, so you can keep up with what is happening at the water district even if you are not able to attend the meetings. We hope you will take advantage of our website and stay informed.

Rebates and Freebies: We are proud to be able to offer our residents multiple ways to conserve water as well as help the local environment.

Ask us for more information about the following:

Rebates for Low Flow Toilet, High Efficiency Washing Machine, and Instant Hot Water Unit

Compost and Wood Chips are available at our Dutch Flats location or call about buying a truck load delivered

Milkweed Seeds for your garden to encourage the Monarch Butterfly community

Water Conservation Kits including High-Efficiency Showerhead, Faucet Aerators, Leak Detector Tablets, and more Rain Barrels; We still have a limited amount available at \$76 each