

# PINE COVE WATER DISTRICT

Fall 2023 Newsletter

Smart Meters are here!!

Smart meters are being installed and we anticipate completion in the Spring of 2024. Once all of the meters are installed, billed and online, we will provide you with access to a Customer Portal, where you can see your usage, set parameters for leaks and notifications. These meters pick up the smallest amount of usage so you will see a change to your bill in terms of gallons. They will no longer just be even amounts. This system picks up .01 of usage where the old meters did not.

The first 2 of 7 routes have been completed!



New Zenner Smart Meter

## Winter Weather & Leaks

Winterizing time is just around the corner. One of the most important things you can do to avoid leaks is to turn your water off at your customer valve when you're leaving your mountain home for any extended periods of time. Pine Cove Water District does not forgive or reduce water bills for leaks. If it goes through the meter, you will be charged for it.

A big welcome to all of the new customers in Pine Cove!! If you do not know where your customer shut off valve is, or how to shut it off, please call our office during normal working hours, and we will be more than happy to help you out, at no charge. We want you to know where it is, and how to shut it off.

## Avoid Late Fees

You can avoid late fees and convenience fees by getting set up for Auto Pay. Auto Pay offers you the convenience of posting automatically, on the due date. There are no costs associated with it, and you'll never incur another late fee. Call Jennifer at the office or you can email her at [jennifer@pcwd.org](mailto:jennifer@pcwd.org) to get set up before your next payment is due on November 1, 2023.

We know that a lot of customers pay using their banks bill pay feature, but what you may not be aware of is that the bank actually sends us a check and as we've been seeing more and more, the checks that are scheduled to be here closer to the due date of the 1<sup>st</sup>, are not arriving until days after the due date, subjecting you to a late fee of \$15.00.

## OFFICE INFORMATION

Our office is located at 24917 Marion Ridge Rd., next door to the Pine Cove Fire Department. We are open from 9:00 am to 4:00 pm, Monday thru Friday. You can reach us at 951-659-2675. Our fax # is 951-659-3112.

The General Manager can be reached on his cell 951-357-9945 or you can email him at [jpotter@pcwd.org](mailto:jpotter@pcwd.org).

The Office Manager can be reached at 951-659-2675 or you can email her at [becky@pcwd.org](mailto:becky@pcwd.org).



The time has come for me to announce my retirement from Pine Cove Water District. Effective 12/1/2023, I will be retired!

I started with the District in 2006, and all along I've said that I had the best job on the mountain, and I still believe that to this day. I love my job and I love the people I work with, including all of my customers. I'm sad to say goodbye, but I'm leaving you in good hands.

Jennifer Hayes has been with the District for 3 years and she will be stepping into the position of Office Manager/Board Secretary Clerk. You can expect the same courteous service that I have always tried to provide to the customers in Pine Cove. After all, this is your water district, and we work for you. Please give Jennifer a warm welcome as the new Office Manager.

Gaylen & I will be staying in Pine Cove and will both start a new chapter in our lives. We are so excited to see what comes next in this journey of ours.

I will miss you all terribly, and I wish nothing but good health and happiness for all of you. Come by and say goodbye before I leave!!

Best Wishes Always and I'll see you around town!!

Becky Smith, Office Manager

