

**IDYLLWILD WATER DISTRICT  
OCTOBER 2016 NEWSLETTER**

*IWD Mission Statement: To provide reliable water & sewer service in a safe, cost effective & environmentally sound manner in accordance with the community needs.*

The Idyllwild Water District would like their customers to know that the staff is currently working hard, as a team, during this time of change to make sure that everything continues to run as smoothly as possible. We are working on two major, grant funded projects: the pipeline replacement and the well rehabilitation project. IWD thanks you for your continued support.

**ARE YOU PREPARED FOR “COLD” WEATHER??**

When temperatures begin to drop in the fall, it's time to prepare for winter. A simple plan to protect against water loss is to remember to turn off your water service line at the customer box at the street when you are away. We also want to stress the importance of wrapping all your water lines to protect them from freezing temperatures. Insulate pipes or faucets in unheated areas. The worst thing in the world is trying to wrap pipes when its 20 degrees outside. Or worse, not having your sprinkler system purged before the freezing weather comes. If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes before temperatures plummet. Take a few minutes to check if last year's wrapped water lines need to be rewrapped. Remember to disconnect your garden hoses from the outside faucets and drain them if you store them outside. You may also want to consider an insulated cover for the hose bib. For more tips for “winterizing” your home, please stop by our office to pick up a “Winterizing Tips” pamphlet.

**AVOID LATE FEES- AUTOMATIC BILL PAY IS NOW AVAILABLE!**

The Idyllwild Water District loves any opportunity to meet face-to-face with our customers, but due to high demand and convenience, we are now offering online automatic bill pay. This improvement saves paper and time, and also grants customers the ability to pay with a credit or debit card at their convenience. Unfortunately, our processing company charges a fee of \$3.50 per \$99.00 paid. To complete a quick online payment go to [www.idyllwildwater.net](http://www.idyllwildwater.net) and click on the red and green flashing link that says “View Your Bill & Pay Bill Online.” You will need to have your account number and credit card details available. The system will guide you through the payment process and if automatic payment is desired, you must click the “Automatic Payments” link. We hope this improvement is beneficial to our customers and if any issues arise while completing a payment transaction, contact Idyllwild Water District directly.

**SIMPLE TWEAKS TO STOP UNKNOWN LEAKS**

**Toilets:** Typically toilets begin leaking when the toilet flapper or valve seal becomes old or worn. To check, put some food coloring in the toilet tank and wait 15 minutes to see if color shows up in the toilet bowl. If it does, you have a leak. Idyllwild Water District also provides free toilet tablets.

**Faucets:** Old and worn washers and gaskets are frequently the cause of leaks. Turn the water off under the sink before trying to fix a leak. Close the drain and cover the bottom of the sink or bathtub with a cloth so you do not lose any small parts.

**Showerheads:** Make sure there is a tight connection between the showerhead and pipe stem. You can use pipe tape to secure it. You may also need to replace the washer. If you suspect a valve leak, it is time to call a plumber.

**Outdoors:** Check your garden hose at the connection to the spigot and, if needed, replace the washer. If you have leaky in-ground irrigation, call a professional.

**If you spot a leak, please call IWD at (951) 659-2143 or email [admin@idyllwildwater.com](mailto:admin@idyllwildwater.com)**