



Fall Into Conservation!

Fall brings lots of changes...the trees begin to change colors, the days become shorter, and cooler temperatures arrive. Fall is here and it's time to start thinking about what you can do to improve your water efficiency. Follow these water conservation tips to help you make the most of this beautiful season:

- ◆ Assess your lawn and garden watering needs. With the cooler temperatures of fall and increased storms, you should be able to drastically reduce your watering. Newly planted or young trees and grass will need the most attention, since they are still developing a root system, but your lawn can still be hardy without much water.
- ◆ Reset your sprinklers from their summer schedule — The water needs of plants and grass decrease significantly in the fall. Excessive watering can lead to plant disease by flooding the root system and choking off their oxygen.
- ◆ Mulch around trees and flower beds to slow evaporation from your soil and help

protect soil and roots from harsh temperatures. Use organic mulch to deliver nutrients to your plants and grass as it decomposes.

- ◆ Plant in the fall when conditions are cooler and rainfall is more plentiful.
- ◆ Sweep driveways, sidewalks and decks. Never hose paved surfaces.

For more information on how to save water, visit www.stpud.us or call (530) 543-6268.

Enjoy the season!



Preparing for Winter

Autumn is a beautiful time of year, and a good time to start thinking about winterizing your home. Below are some tips on how you can conserve water, and prevent headaches and extra expenses that might occur when Old Man Winter comes to visit...

- * Insulate hot water pipes
- * Check for leaks in pipes, hoses, hose connections, and faucets
- * Locate your home shut-off valve and shovel a path to it after each snowfall event
- * When you're away, keep your thermostat at 55 degrees or higher

Water Meter and Conservation Workshop

Have you recently had a water meter installed? Have questions? If so, we invite you to attend a free workshop on the ins and outs of water meters, and practicing wise water conservation inside and outside the home.

Date: 11/13/13

Time: 6:00pm

Place: STPUD Board Room



South Tahoe Public Utility District

1275 Meadow Crest Drive
South Lake Tahoe, CA 96150

Phone: 530.544.6474

Fax: 530.541.0614

www.stpud.us



Online Credit Card and Pay By Phone Payment Options Now Available

As part of the District's ongoing commitment to outstanding customer service, and in response to a high demand for electronic bill pay options requested by our customers, we now offer Electronic Bill Presentation and Payment (EBPP).

- You may pay online, at your convenience, using either **Visa or MasterCard** debit or credit cards. To enroll, simply visit the District's website at www.stpud.us and click on the **Online Utility Bill Pay (EBPP)** link (top of page) and follow the simple directions. You may choose to make a one-time payment or set up a regularly scheduled payment.
- Once you are enrolled, you will be able to view an online copy of your statement or print a hard copy for your records. Best of all, there is no extra charge for this convenience—and you will save the cost of a stamp, gas, paper, and your valuable time in the process.

Pay By Phone Option

South Tahoe Public Utility District is now offering additional payment options for customers interested in using their credit card to pay their utility bill. Paymentus Corporation is a third party automated payment service that accepts **Visa, MasterCard, Discover and Electronic Checking**.

- To access this service : call 1-855-288-6491 to pay over the phone 24 hours a day -OR – You can opt to make a one-time payment through Paymentus by visiting www.stpud.us . Select the Pay By Phone option and drop down to the "Click to make a one-time payment now" arrow. Then enter your account and payment information for easy processing.

**Should you need additional help, contact a Customer Service Representative at
530.544.6474**

Do I Have a Water Meter?

Many District customers find themselves asking this question lately. Use the information below to help you determine if you have a water meter and, if so, what changes you can expect to see on your water bill.

How do I know if I have a water meter already installed?

If you have a water meter installed on your property which is being read by the District, your bill will have a consumption figure near the top left corner of your bill. When your meter is first installed, you will be given a one-year informational period where you will continue to be billed on the flat rate, but your water consumption (in units) will be printed on your bill for your reference. **If your bill does not have a consumption figure, you do not yet have a water meter.** If your meter is being read for the first time, the consumption figure may be for a time period longer than the normal three month billing period. Keep that in mind when making your calculations. Your future billing statements will reflect a three month consumption figure.

How do I calculate what my bill would be if actually billed by consumption?

To calculate what your quarterly water bill would be on the metered rate for a single family residence, multiply the consumption figure noted on your bill by \$1.25 for the first 45 units, and by \$1.88 for the number of units over 45. Then add the Quarterly Base Meter Charge (dependent on the size of your meter) to the result. For example, if you have a 3/4" meter and your consumption is 29 units, your bill would be:

$$\$1.25 \times 29 = \$36.25 + \$90.00 = \$126.25 \text{ for the quarter}$$

Where can I find more information on meters and metered water rates?

Visit our website at www.stpud.us and click on **Meter Information**. There you will find many FAQ's as well as more information on how to calculate your bill. If you would prefer to talk to a Customer Service Representative, please feel free to call (530) 544.6474.