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December 2011 Newsletter

Polk County Fresh Water Supply District No. 2 is a municipal utility district. The Board of Directors are elected by registered voters in the district, which consists of most of the Onalaska Peninsula. Elections are held in May of each even year. The next election will be held May 2012. Due to the passing of our Vice-President, Ron Stephenson during July of 2011 the Board of the District has appointed a new Director, Charles Leysath to the Board to complete Ron Stephenson's term and a reconstituting of officers was done. J.R. Jones was named as the Vice-President of the Board, Robert Mize, Secretary, Charles Leysath, Treasurer, Bobby Williams, Director and Fred Alderman remains President. The duties and responsibilities of the District are divided into two areas of management, those being Office Manager filled by Loveearl Hodge and Operations Manager filled by Shannon Goins. Managers report to The Board of Directors on a monthly basis or when requested.

The District has made every effort to keep expenses as low as possible. The District has managed to keep rate increases very low for the past 11 years. The District did not pass a rate increase during 2010 or 2011 however, effective January 01, 2012 you will see a rate increase of 3.5% to your monthly bill. This increase is to help off set some of the revenue that we are losing from our tax appraisal value being considerably lower than past years. This small increase is required in order to have the funds that it takes to properly maintain and operate the system. The tax rate adopted for 2011 is \$00.3730 per hundred which is a decrease from last years \$00.3870 per hundred.

The District is continually trying to educate the customers on how to take care of their sewer systems. We show a short film on how to cut down on the amount of grease that goes into the sewer and give you ideas of what not to put down the drains. If you participate in this program, you will receive a discount on the first time you have a service call due to a clogged lateral line or pressure system. We ask that everyone do their part to help take care of our sewer lines. Neglecting to practice good habits cannot only be costly for the District but also for the home or business owner. If you have not attended the training we provide, please plan to do so. We will also be happy to present the program at your Property Owners Association or civic organization meetings. Please call Vicki at 936-646-5977 to set up an appointment.

It is imperative that our customers pay their monthly or annual bills in a timely manner. If you are having a problem paying your sewer bill, please contact Loveearl Hodge, Office Manager. We would much rather work with you to make payment arrangements than to have your water disconnected for non-payment of sewer or place a lien on your property for non-payment of standby fees. Although we make every effort to contact the customer whose account is past due and scheduled for disconnect, we still have customers that are disconnected. We send out late bills after the 15th of each month, past due disconnect letters, leave doorknocker at the residence and attempt to call the customer before we have their water disconnected for non-payment of sewer. Please keep our office notified should you have a change of address or phone number. Should you find yourself in this situation, it is vital that you correspond with us and make payment arrangements. If you are disconnected you will have to pay not only the past due balance but also an additional \$100.00(\$50.00 d/c fee & \$50.00 r/c fee) before your water can be reconnected. It is also important to remember that if you have your water disconnected voluntarily to inform our office so that we will not continue charging you regular user fees. The water companies do not report their voluntary disconnects to us.

We have **ACH Bank Drafting** available for your convenience. You can access this form from our website www.polkcountyfreshwater.com click on the word Forms and then Debit Authorization or contact our office during regular business hours. You may email, fax, mail or hand deliver this form to our office to start having your payment deducted from your account on the fifth of each month. Another payment option is to use our drop box that is located at our driveway entrance. Please verify your account number if you send your payments online. If mailing or using the drop box, return the small payment stub with your check. The District does not accept credit cards so we are unable to take payments over the phone. We welcome cash, checks and money orders.

Please notify our office immediately should you buy or sell any property(s) within our District. Prompt notification from you helps us ensure that we are billing the correct person and prevents us from having to back charge the new customer. Be prepared to pay your sewer deposits when you turn in your application for service. We ask that you pay your deposit separate from any other fees that you owe the District. We ask this because these funds are credited back to the customer's account after 2 years of on time payment or refunded to the customer in the event of sale of the property or if a renter moves. Deposits for residential customers are \$150.00. Commercial account deposits will be determined based on the type of business and an average estimate of 6 months of service. Please contact our office to find out what deposit will be required for your business.

Remember that before you start to build or move a structure onto your property you must obtain a permit from our office. A permit inspection fee for a commercial business is \$350.00 and \$135.00 for residential. If the property is already developed (has a sewer tap) then a permit re-inspection fee of \$35.00 must be paid for residential customers and \$85.00 for commercial customers. Someone from our office will set up a time to meet with you at the property and discuss fees for taps, lateral lines, road bores, pressure systems, etc... We cannot quote you a price before one of our Field Operators go out to inspect the property. Payment must be made in our office before any work can begin.

Happy Holidays to each of you. We look forward to serving you in the coming year.



Fred Alderman, President; J.R. Jones, Vice President; Robert Mize, Secretary; Bobby Williams, Director and Charles Leysath, Treasurer, Shannon Goins, Operations Manager; Loveearl Hodge, Office Manager; Wayman, Vicki, Johnny, Mary, John, Javier and Wendy.



2012 Holiday Schedule

New Year'sMonday, January 2, 2012 (Approved in 2011 Schedule)
Martin Luther King, Jr. Day.....Monday, January 16, 2012
President's Day.....Monday, February 20, 2012
Good Friday.....Friday, April 6, 2012
Memorial Day.....Monday, May 28, 2012
Independence Day.....Wednesday, July 4, 2012
Labor Day.....Monday, September 3, 2012
Columbus Day.....Monday, October 8, 2012

Veterans Day.....Monday, November 12, 2012
Thanksgiving.....Thursday, November 22, 2012
Friday, November 23, 2012
Christmas.....Monday, December 24, 2012
Tuesday, December 25, 2012
Wednesday, December 26, 2012
New Year's Eve.....Monday, December 31, 2012
New Year's Day.....Tuesday, January 1, 2013