

**BILL ID**

This ID is used to register for online account access. Signup for E-statements, access account information or make a payment.

**CONSUMPTION AND TIER CHARGES**

These charges are billed in arrears and based on use from the start date and end date of the meter read period. They are calculated per 1,000 gallons of use. These charges cover the costs incurred to pump and treat water and sewage.

**BASE CHARGES**

These fees are billed in advance and are for the period of the billing start date and end date. They cover the fixed costs of staff and equipment to have water and sewer available to our customers.

**CAPITAL IMPROVEMENT CHARGES**

Are collected to maintain and replace the infrastructure which distributes water and collects sewage. Examples include: water and sewer pipelines, pump stations, water tanks, the water disinfection plant and the effluent export pipeline to the Carson Valley.

**ADMIN CHARGES**

Cover the costs of meter reading, customer service and processing bills.

**DEFENSIBLE SPACE FEE**

Covers a portion of the costs the District pays annually to perform work for defensible space on District property. This work helps to protect our water source, Lake Tahoe.

**REFUSE CHARGES**

Rates are determined by Waste Management (WM). IVGID bills charges for residential accounts. Commercial accounts are billed by WM.

**MISCELLANEOUS CHARGES**

Late fees, backflow charges, service call fees, etc. will only be charged when applicable. The charge is billed as of date of service or fee being incurred.

**ACCOUNT SUMMARY**

Previous Balance - Reflects the balance from your last statement.  
Payments - Shows any payments/credits since the last statement.  
Total Current Charges - Is a summary of all the charges detailed in the categories above.  
Total Amount Due - Amount due on the account on the day the statement was generated.

Bill ID# 0238 00000000

Last: Doe

**WATER CHARGES**

Water Base	\$9.55
Water Capital Improvement	\$13.69
Water Admin Fee	\$3.25
Water Consumption	\$5.86

**SEWER CHARGES**

Sewer Base	\$15.20
Sewer Capital Improvement	\$27.68
Sewer Admin Fee	\$3.25
Sewer Consumption	\$8.04

**REFUSE CHARGES**

Refuse	\$20.84
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**DEFENSIBLE SPACE**

Defensible Space Fee	\$1.05
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**ACCOUNT SUMMARY**

Previous Balance	\$108.12
Payments	(\$108.12)
Total Current Charges	\$108.41

**Total Amount Due \$108.41**

Payment Due Upon Presentation

IVGID Public Works . 1220 Sweetwater . Incline Village NV 89451 . OFFICE HOURS: M-F 8 AM to 4:30 PM  
24 HR P: (775) 832-1203 . F: (775) 832-1260 . EMAIL: PW@IVGID.ORG . WWW.IVGIDPUBLICWORKS.ORG  
Waste Management. 1200 Sweetwater . Incline Village NV 89451 . P: (775) 831-2971 . WWW.WM.COM

# DRINK TAHOE TAP

**POTENTIAL LEAK NOTIFICATION:** The date your meter was read there appeared to be 24 hour continuous use at your property. For more information please visit our website: [www.ivgidpublicworks.org](http://www.ivgidpublicworks.org).

Consumption in Thousands of Gallons



CONSUMPTION FOR MEDIAN SINGLE FAMILY USER DURING CURRENT MONTH: 2703

**YOUR PROPERTY WAS/WILL BE LIENED ON 03/19/2013**

Please do not pay this bill. Your balance will be deducted automatically from your bank account. The Ordinance section of our website [www.ivgidpublicworks.org](http://www.ivgidpublicworks.org) contains the 2013 Rate Study and proposed Ordinance changes which were presented to the IVGID Board of Trustees. Please contact our office if you would like additional information.

Service Address	Account Number	Billing Start Date	Billing End Date
1234 Main St	01234567-01	05/19/2013	06/18/2013

**Rate Table**

Water Base x CAF x Users*	\$9.55
Water CIP x CAF x Users*	\$13.69
Water Admin - per account	\$3.25
Water Consumption	\$1.32/1000 gal
Tier 1 Consumption >20k x CAF x Users*	\$1.00/1000 gal
Tier 2 Consumption >60k x CAF x Users*	\$1.16/1000 gal
Sewer Base x CAF x Users*	\$15.20
Sewer CIP x CAF x Users*	\$27.68
Sewer Admin - per account	\$3.25
Sewer Consumption	\$2.68/1000 gal
Refuse x Users*	\$20.84/base
Defensible Space Fee x Users*	\$1.05

\*Note: Single Family Residential CAF=1 Users=1

Information on how to read your bill and details about rates are available on our website. Never forget a payment again! You can sign up for auto payment of your bill from a checking account. Visit our website or contact our office for additional information. Payment must be received by the due date shown to be reflected on your next statement. Delinquent charges shall be subject to a penalty of 10%. Charges become delinquent on the first day of the next billing period. Late fees are charged if payment is not received by the last day of the month it is due. Email addresses which have been provided on accounts will be used to send out courtesy notifications from Public Works. If you wish to add/remove your email please contact our office.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS  
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



IVGID Public Works  
1220 Sweetwater Rd  
Incline Village NV 89451-9214

**PAYMENT MUST BE RECEIVED BY 5/28/2013 TO AVOID SHUTOFF ON 5/29/2013**  
ON 5/21/2013 A \$20.00 POSTING FEE WAS BILLED TO YOUR ACCOUNT

Service Address 1234 Main Street  
Account Number 01234567-01  
Due Date 06/15/13  
Amount Due \$426.57

Amount Enclosed

Please, No staples or paperclips

**DO NOT PAY - PAID BY AUTOMATIC BANK TRANSFER  
DO NOT PAY - CREDIT BALANCE ON ACCOUNT**

Remit to:

IVGID Public Works  
1220 Sweetwater Rd  
Incline Village NV 89451-9214



01314000010000426570

JOHN & JANE DOE  
PO BOX 0000  
INCLINE VILLAGE NV 89450

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**DRINK TAHOE TAP**

We are proud to provide high quality great tasting drinking water right to your tap.

**POTENTIAL LEAK NOTIFICATION**

If your water meter registered use continuously for the 24 hour period prior to the date your meter was read this notification will appear on your statement. This could indicate a leak at your property.

**CONSUMPTION GRAPH & METER READ DETAILS**

This section provides information on your meter number, start and end read dates and the corresponding meter reads. Look for any changes in your usage patterns which can be warning signs for leaks or other unexpected water use.

**MEDIAN SINGLE FAMILY USER**

This information is provided for you to be able to compare your use to the median user during the current month.

**LIEN NOTIFICATION**

This message will appear on your bill if you are on notice of a pending lien or have a lien already recorded to your property.

**SPECIAL MESSAGE SECTION**

Check this section each month for messages provided to all of our customers. It will also include an additional message if you have auto pay on your account.

**DUE DATE**

Payments are due on the 15th of each month (or the next business day if this falls on a weekend).

**DO NOT PAY**

Do not pay messages will appear on your statement if you have auto pay on your account or if you have a credit balance.

**SHUTOFF NOTIFICATION**

Shutoff notification will show on your statement if there are two months of outstanding balance at the time we generate a new bill. If a payment is not received by the date indicated water will be shut off to the property. Please contact our office ASAP if additional time is needed beyond this date.