



## December 2018 Newsletter

### IMPORTANT NEWS AND NOTICES

WE ARE CURRENTLY IN THE PROCESS OF UPDATING SLUD WEBSITE AND SOCIAL MEDIA PLATFORMS. WE LOOK FORWARD TO MORE COMMUNITY INVOLVEMENT AND HOPE TO BETTER CONNECT WITH ALL RESIDENTS.

STAY INFORMED ON ANY CHANGES WITH SLUD NOW ON OUR FACEBOOK PAGE FOR SEIS LAGOS UTILITY DISTRICT

### Office Hours

Hours of operation are Monday, Tuesday, Thursday and Friday from 8:00 a.m. to 3:00 p.m. Office is closed to customers on Wednesdays. Office phone number is 972-442-6875. Email: [District@slud.us](mailto:District@slud.us)

### Upcoming Meetings

Board meetings are held on the third Monday of each month @ 7:30 p.m. in the Seis Lagos Community Clubhouse. The meetings are open to the public and we welcome you to attend.

### E-Billing Notifications

E-Billing saves time, paper and money by emailing residents their Utility Bill. Please sign up for E-Billing by emailing SLUD at [District@slud.us](mailto:District@slud.us) \*Include your name, address, and contact information.

### SWIMMING POOL CONSTRUCTION AND CONSTRUCTION REMINDER:

**If you have installed a swimming pool within the past 2 years and did not contact SLUD prior to construction, please contact our office to schedule an inspection. You are subject to disconnection of service and your meter pulled out of the ground. We require that you complete a Contractor Permit & Deposit Agreement at the business office prior to any construction commencing. A deposit of \$2,000.00 is required (refundable "if" the road is not damaged), as well as a non-refundable inspection fee of \$60.00**

*Utilization of concrete trucks, eighteen (18) wheelers, dump trucks or heavy equipment require a Contractor Permit & Deposit Agreement and a deposit of \$2,000.00 prior to commencing any work. Roads will be inspected prior to any work commencing and a final inspection of the road will be assessed upon completion of your project. If there is no damage to the road, a check will be issued by SLUD for a full return of the deposit. Please allow no less than seven (7) business days for your refund check to be processed. If any work proceeds without meeting these requirements, a non-refundable charge of \$3,000.00 be issued (individual charge of \$3,000.00 per lot if multiple lots). This information may be found in the Rates & Rules, Sections 6.8. and 5.1.*

#### Note:

The office will be closed the 24<sup>th</sup> and 25<sup>th</sup> of December in observance of the Holidays.

#### Sewer Line Reminder:

Please do not dispose the following items down your drain or flush in toilet: wipes/general wipes, paper towels, feminine products, eggshells, Q-tips, cooking oil, grease, and motor oil.

## METER READING DATES AND INFORMATION

Meter reading is on the 28<sup>th</sup> of each month; if the 28<sup>th</sup> is on a Saturday or Sunday, meters will be read the Friday preceding the 28<sup>th</sup>.

Utility bills will be mailed by the first of each month and are due no later than 8:00 a.m. on the 16<sup>th</sup> of every month.

**The District is not responsible for delays in delivery by the Post Office. Bills postmarked after the 16<sup>th</sup> will be considered delinquent.**

A ten percent (10%) late payment fee will be added to the account after 8:00 a.m. on the 16<sup>th</sup> of the month.

Past due notices will be mailed on the 16<sup>th</sup> of the month; if the 16<sup>th</sup> is on Saturday or Sunday, past due notices will be mailed the next business day following the 16<sup>th</sup> and allowing water service to continue **until** 8:00 a.m. on the 28<sup>th</sup> of the month (13 days past due).

If full payment is not received the meter will be locked and **\$120.00** fee will be added to the account. The account will need to be paid in full to restore service.

## Did you know?

Sewer systems have been around for thousands of years, but around 2.6 billion people around still don't have access to any form of sanitation system whatsoever.

## Payment Methods

- I. Pay by check via mail or the dropbox by the clubhouse.
- II. Use ACH –Direct Withdrawal
- III. Online payment system on the SLUD website at <http://www.slud.us/bill-payment>.
- IV. Drop off payment at the SLUD office.
- V. Automatic Bill Pay

For more details go to <http://www.slud.us/bill-payment>.

## Automatic Bill Pay Issues and Concerns

Problems receiving payments through Automatic Bill Pay can arise due to the mailing procedures of certain financial institutions. Automatic Bill Pay means the customer places mailing responsibility with the financial institution and the USPS for delivery, therefore late fees cannot be excused by SLUD. Delayed mail, bulk mailing of checks, and misplaced or mislabeled mail by financial institutions is not the responsibility of SLUD. Banking confirmation numbers cannot be deposit to SLUD as proof of full payment, nor do they verify the secured payment of a utility bill. Utility accounts will not reach paid status until the check physically reaches the Seis Lagos Utility District. Please process and send your automatic bill pay no less than seven (7) days from the due date of your bill and provide extra time during holidays.