



## *May 2018 Newsletter*

### **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.

### **Please STOP at all STOP SIGNS**

**\* THE DISTRICT HAS A SPEED LIMIT OF 25 MPH.**

### **Sewer Line Reminder**

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

### **REMINDER: METER READING DATES**

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, due upon receipt and are considered delinquent after 8:00 a.m. on the morning of the 16<sup>th</sup>.

**The District is not responsible for delays in delivery by the Post Office. Bills postmarked on or before the 16<sup>th</sup> will not 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 next business day following the 16<sup>th</sup> allowing water service to continue until 8:00 a.m. on the 28<sup>th</sup> of the month (13 days past due). If 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.

**Commons of Camden, Brockdale and Seis Lagos** – billing statement due date is no later than 8 a.m. on the 16<sup>th</sup> of every month.

### **Access to Meters**

If you need access to the meter, please use the proper key to unlock. Keys can be purchased at any hardware store. Meter locking mechanisms can be damaged and wash away in a storm. If you find a meter lid, please contact the office to reduce our costs and keep taxes low.

### **Billing Options**

#### **E-Billing Notifications**

*It's simple: E-billing saves Time, Paper and Money. Please sign up to receive your Utility Bill by Email. Send your request to [District@slud.us](mailto:District@slud.us) \*Include your name, address, and contact information.*

#### **Payment Methods**

- *You may still pay by check via mail or the dropbox by the clubhouse.*
- *ACH –Direct Withdrawal.*
- *Online payment system on the SLUD website at <http://www.slud.us/bill-payment>.*
- *Drop it off at the office.*
- *Automatic Bill Pay*
- *To obtain the details go to <http://www.slud.us/bill-payment>.*

### **Automatic Bill Pay**

There have been some problems with customer accounts using automatic bill pay through their financial institutions.

- Many financial institutions are mailing checks together with multiple payment dates, many banks are not sending just one (1) check.
- We understand that you receive a confirmation number at the time you process your bill payment but, this does not mean that your utility bill is secured and in paid status.
- Your utility account will not reach paid status until the check physically reaches the Seis Lagos Utility District. A confirmation number can't be deposited to our bank.
- Automatic Bill Pay means "you" are placing responsibility with your financial institution and the USPS for delivery.
- Late fees can't be removed by the District due to processing and delivery methods. Please process and send your automatic bill pay no less than seven (7) days from the due date of your bill and extra time during holidays.

### **Construction Reminder:**

***ALL Concrete trucks, eighteen (18) wheeler, dump truck or heavy equipment entering the district for repairs, you will need to complete a Contractor Permit & Deposit Agreement and pay a deposit in the amount \$2,000.00 prior to commencing any work. \*If any work proceeds without meeting the requirements \$3,000.00 will charged, if multiple lots \$3,000.00 per lot. This information may be found in the Rates & Rules, Sections 6.8.***

The road 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 to you for the full deposit. Please allow no less than seven (7) business days for your refund check to be processed.

### **Swimming pool construction**

Requires 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 that is refundable "if" the road is not damaged, as well as a non-refundable inspection fee in the amount of \$60.00.*

