

• WHAT IS AN ACTIVATION FEE?

This is a one-time fee that is required by all members at each location upon new service installation or transfer of ownership.

Note: Activation fees are neither transferable nor refundable.

• WHAT IS A CROSS CONNECTION?

This is any connection between the potable water source provided by ILRW and another non-potable water source. All members agree to eliminate/avoid any current or future cross connections.

• IS AUTOMATIC WITHDRAWAL AVAILABLE?

YES! You may sign up for the automatic payment program. You have two options:

1. Complete a form located on our website or mailed to you, upon request, then return it to our office with a voided check. Automatic payments can ONLY be withdrawn from your checking or savings account. **There is no convenience fee when requested through the office.**

.2 Follow the instructions on the included Citizen Portal flyer. Automatic payments can be withdrawn from ALL forms of payment (i.e. checking, savings, card). **There is a convenience fee of $1.49/check and 3.5% or $2 min./card per charge.**

• CAN I ACCESS MY WATER METER PIT?

For safety and liability purposes, **only** trained ILRW personnel are allowed to access the water meter pit. ILRW on-call staff are available 24/7 for all emergencies and customer request.

• CAN I SIGN UP FOR PAPERLESS BILLING?

YES! You can utilize Citizen Portal to go paperless by following the instructions on the included flyer.

• WHY IS THERE A MONTHLY MINIMUM?

All customers are required to pay a monthly minimum. Iowa Lakes Regional Water obtained loan and grant funding when building the system necessary to provide water to you. The water rates are structured to repay these, also loans known as debt service. Please acknowledge, the monthly minimum only represents the debt service owed to the lenders.

• WHAT IS THE WINTER DISCONNECT/SPRING RECONNECT PROGRAM?

If you are planning to winterize your home and not use water for an extended period of time, this program is for you. This program can put you at ease while you are away, knowing that the water is shut off outside of your home and there is no chance the pipes in your home can freeze and burst. The seasonal disconnect/ reconnect rate is $40.00, which includes both the winter disconnect and spring reconnect appointments.

Minimum payments are required each month while water is disconnected.

As long as a customer provides a 24-hour notice, appointments may be scheduled any day of the week Monday-Friday, between the hours of 8 AM and 4 PM at no additional cost.

If a customer calls to disconnect without a 24-hour notice, an additional $35.00 fee will be applied above the $40.00 seasonal disconnect/reconnect fee.

If a customer calls to reconnect without a 24-hour notice, an additional $75.00 fee will be applied above the $40.00 seasonal disconnect/reconnect fee.

A $150.00 fee will be applied outside normal business hours, upon the customer's request. (Before 8 AM and after 4 PM Monday-Friday, as well as weekends and holidays.)

• HOW CAN I PAY MY BILL?

ILRW offers several payment methods:

- Automatic withdrawal (Form enclosed)
- Online @ https://iowalakeswateria.ourcommunityconnect.com/
- By phone: 712-262-8847 M-F 8AM - 4PM
- Mailing in payment to:

  PO Box 555, Spencer, IA 51301

- Deliver to the District Office:

  1301 38th Avenue West, Spencer, IA 51301

- Utilize the dropbox located in our parking lot next to the flagpole