

Monthly Newsletter

January 2023



"POCID"

Important Dates:

POC Water Board Meetings are held on the third Thursday of each month @ 1pm

January 19 * February 16th

Roll off Trash Bin
First Saturday of each month behind the POCID Office from 8am -2pm or UNTIL FULL

January 7th * February 4th

Billing

Bills are mailed by the 1st of each month and are due on 20th of every month and a late fee will be assessed on the 21st unless that falls on a weekend and then it will be due the following Monday.

Payment Methods:

*Credit Card*Mail*Automatic Bank Draft*Automatic Credit Card Draft*In Person*Payment Drop Box* Bill Pay through your Financial Institute*

Billing Changes for 2023

When you receive your upcoming billing statements this year you may notice some changes. The first change will be featured on every customer's bill: the voluntary fire department donation. To reiterate, this donation is purely voluntary. Your services will not be impacted in any manner whether you elect to donate or not. If you wish to opt out of this donation opportunity you can call the office, email the office, stop by the office in person, or simply elect not to remit the two dollars with your payment.

The second change may or may not impact you as it will not apply to all customers. At the December meeting the Board of Directors changed the rate structure. There is no longer separate classifications for a residential and a commercial connection. Rather, all connection designations are simply based on meter size. The new rates that will apply to each former commercial account will vary depending on the meter size of the customer. However, all accounts that were classified as commercial will now pay the Basic Service Fee, be eligible to participate in trash pick-up, and will be subject to sewer averaging. As a reminder, sewer averaging is currently occurring since it takes place during the months of November, December, and January.

If you have any questions about your bill due to these reclassifications, please contact the district office. Waste collection carts will be distributed to all previous commercial customers as quickly as possible. If you have not received a cart and wish to have one delivered to your home or business, please contact the office.

We hope everyone had a wonderful holiday season and we look forward to better serving you in 2023.

Contact Us

POCID

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361-983-2652
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<https://www.pocid.org/>
<https://www.facebook.com/POCIDofficial/>

Vision Statement

POCID is a proactive organization making a positive impact on the community while implementing best management practices to promote sustainable success.

Mission Statement

To proactively and efficiently manage the affairs of the District for the benefit of its customers, protect the health of the community, produce safe drinking water in adequate quantities, offer competitive rates, assure financial stability, and practice excellence in customer service.

Maintaining the Water System Under Freezing Temperatures

Freezing temperatures present multiple issues for our Water Operating System:

- One of the biggest issues is the increase in the demand for water due to people running water to prevent breakages in their water lines. Our average water demand for the month of December was 345 thousand gallons/day. On December 24th our water demand reached 854 thousand gallons/day.
- As the demand for water goes up, District personnel have to be more vigilant to ensure the levels in our storage tanks are maintained and our water pressure doesn't get below 30 psi to prevent having to boil water.
- When the temperatures gets back above freezing we have to respond to water leaks created by pipes that broke during the freezing temperatures. These leaks also increase the water demand.

On Monday December 19 we sent out an Alert informing our customers of the Weather Forecast calling for freezing temperatures. We also provided some tips for our customers on how to protect their pipes. We offered our assistance if needed with one exception, we informed everyone that District Personnel would not be turning water off for customers.

The District's main responsibility is to ensure that our water system remains in operation and we not find ourselves in the same situation as we did during Winter Storm Uri.

Three days of below freezing temperatures might not seem too bad for some but when you are a Water System Operator and you are having to work the system 24 hrs/day it can get a little overwhelming.

So, if you have any questions or need assistance with regards to your water or sewer we are always available but please don't call and ask us to turn off your water during any type of emergency.

Auto Draft Fee Waived

Sign up for Auto Draft with your **Bank Account** for **NO FEE!!** Please note that if you use your **Credit Card** there is a **3.5% fee**.

* Go to the website @ www.pocid.org - select Bill Payment and log in or set up an account and then select I want to set up auto pay.

* Go online to <https://www.pocid.org/all-forms> and select POCID ACH & Credit Card Form then fill out a form and email it to www.pocid@pocid.org

* Contact the Port O'Connor Improvement Office at 361-983-2652



POCID Rules and Regulations require all customers to have a customer service valve outside their meter box within 3 feet of the meter box.



Reminder

Check out our Website @ www.pocid.org

- * Sign up for Alerts
- * Pay your bill
- * Applications/Forms
- * Sign up for Auto Draft
- * Current Projects
- * Agendas/Minutes
- * Updates
- * Sign up for paperless billing

Irrigation Permits

All sprinkler systems require a permit completed and turned in to the POCID Office **before** installation. After installation a backflow inspection is required.



ALL Outdoor Showers and fish cleaning stations need a permit & an inspection per District Policy.

Please call the District office @ 361-983-2652 to obtain the required permit.