



# January 2021 Newsletter



## Looking Ahead

2020 was a year unlike any other, we were presented with many unprecedented challenges, but now we are now looking ahead to all the possibilities that a new year may bring.

In the spirit of optimism, we are planning five concerts in the park this summer with great bands and delicious food; we hope to bring back our recreation programs and classes; and we will hold our annual Spring and Fall Clean Up Days.

After extensive input from the community, the District will be submitting a grant application to the Statewide Parks Program to construct a new park and community center on Vista Road. We cannot afford this project without grant funding.

We are looking forward to the coming year and would like to wish our community a very Happy New Year!

## Information About Your Bill

In all the hustle and bustle of the holidays, we want to remind you to keep your bills current. This saves you additional expense in the long run as late fees continue to accrue on unpaid balances. Any balance on your water, sewer and trash bill cannot be forgiven and will eventually have to be paid in full. Customers who do not pay their bill cause an unfair burden on other customers. By planning ahead and keeping your account current you can avoid late fees, disconnections and possible property liens.

### How the lien process works

As a government agency, the Helendale CSD has the ability to take legal action, by placing a lien against the property, when a customer has an unpaid debt to the District. The Helendale CSD's Rules and Regulations states that all utility bills shall be deemed to be indebtedness against the property, and, at the option of the District, legal action may be taken by placing a lien against the property. Even after a lien is placed on the property monthly charges will continue to accrue. Pursuant to applicable regulations, penalties and interest on the delinquent charges may also continue to accrue.

The lien will be recorded with the County of San Bernardino Recorders office and will not be released until the outstanding balance is paid in full. A fee to file, and subsequently release, the lien will be charged to the owner of record once the lien is recorded.

### Delinquent Tenant Accounts

Should a tenant become past due, the District may exercise the option of closing the tenant account and transferring service back to the owner of record. Any outstanding balance must be paid in full before a tenant can re-apply for service in their name and a new deposit must be paid.

### Paying Your Bill

We have many options when it comes to paying your bill: website payments, pay by phone, ACH, Online bill pay through your financial institution, by mail, in person, or at our drop box.

## Update Your Contact Information

Don't miss important notifications from us! Make sure we have your current contact information on file. If you have changed your phone number, email or mailing address please call our Customer Service staff and we will be happy to update your account. You can also update your contact information on our website when you click on the customer service button.

### Register Your Account on our Website

Did you know when you register your account you can sign up for text alerts, sign up for e-bills, view your bill, track your water usage, and make a payment on our website!

## Bulky Item Pick Ups

Due to the increase in COVID-19 cases, we are suspending Bulky Item Pick ups until further notice. If you would like a dump pass you can call the office ahead of time to request one and we will post on the window for contactless pickup. You will receive four passes good for up to 500 pounds each. Passes are good for 30 days and you can request new passes every month.

## New COVID-19 Procedures

We have instituted new COVID – 19 guidelines. When you call for service, our staff will ask if you have any COVID related symptoms, have travelled or have been in contact with anyone who has tested positive for COVID. This survey will help ensure the health and safety of our staff so we can continue to provide service to our community and slow the spread.

## Mattresses & Electronics

Customers can drop off unwanted mattresses and electronics at the Helendale Thrift Store Monday through Saturday from 11:00 am to 4:00 pm. Mattresses must be in a bag (available for purchase at the CSD office for \$2.50 if you don't already have one). Mattresses and electronics will be recycled.

Please drop off all Thrift Store donations during our regular business hours to prevent theft and keep our donation area clean. Your donations are also tax deductible, when you drop off your donations during normal business hours you can get a donation receipt.

# Farmers Market

The Helendale Certified Farmers Market is open every Wednesday from 2:00 – 6:00 pm (winter hours).

Our market has a great variety of vendors with fresh fruits and vegetables, bread, seafood, honey and so much more!

We also accept EBT and P-EBT. Our Market was awarded a Market Match grant that allows us to match up to \$10 in free fruits and vegetables every week when you use your EBT or P-EBT.



## January Watering Times

After 9:00 am and before 6:00 pm.



## Conservation Tips:

- 1) If pipes freeze, warm them *gradually* with a hair dryer or space heater. Pipes that warm too fast can break.
- 2) Do not water on windy days. When you water in the wind much of the water is carried away and does not end up on your grass or plants. If the weather is exceptionally windy, turn your sprinklers off and water when the wind is calmer.

## Do you have the Right Stuff?

Residents who recycle correctly help keep rates lower for everyone and lower the amount of trash going to the landfill. We want to put Helendale at the top of the heap of cities that recycle. You can help by taking the Recycling Challenge!

### WIN \$100 if you recycle the right stuff!

Burrtec Waste will award two participating residents with a \$100 prize if they are selected and they are recycling the right stuff.

#### How to Participate

- Fill out the entry form and send it to Burrtec Waste. A link to the entry form can also be found at [www.helendalecsd.org](http://www.helendalecsd.org)
- **Mail to:** 17080 Stoddard Wells Rd. Victorville, CA 92394 or **email:** [vvcs@burrtec.com](mailto:vvcs@burrtec.com)
- Keep trash out of your recycling barrel
- Entries will be selected at random (April 2021)

#### Entry Form (Please Print)

Print Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_



### Before Cold Weather Sets in:

- Make sure to turn off your irrigation or if irrigation is needed water during the day.
- Know how to shut off your water - Locate your courtesy shut off valve in your meter box and know how to turn it off and if necessary, replace.
- Protect your pipes - Wrap pipes that are exposed to cold with insulation. If pipes run through cabinets or vanities, open the doors to let warmer room temperatures in.

### If your pipes do freeze...

- Shut off the water immediately. Don't try to thaw pipes before turning the water off.
- As outside temperatures rise your pipes will begin to thaw and your water should be restored.

Be careful when turning water back on - Once pipes are thawed, slowly turn the water back on and check exposed pipes for cracks or leaks. If there are any leaks turn your water off and make the necessary repairs.

A little preparation could save hundreds of gallons of water! Be sure to prepare for the cold weather this winter by following these easy steps.

If you need assistance contact the Helendale CSD at 760-951-0006.

## Helendale CSD Board Committee Meetings



Our Regular Board Meetings are held on the 1<sup>st</sup> and 3<sup>rd</sup> Thursday of every month at 6:30 pm. *Please note the January 7<sup>th</sup> meeting has been cancelled.*

Our Park and Recreation Committee meets on the second Tuesday of every month at 3:00 pm.

Due to COVID-19, the public may attend virtually. Full agenda packets and links to our meetings can be found under the agenda tab at [www.helendalecsd.org](http://www.helendalecsd.org).