

**KGID Board of Trustees**

Jodie Nelson, Chairperson  
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**Contact Info**

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# What's on Tap?

## ONLINE SERVICE INTERRUPTIONS

KGID recently discovered and located unauthorized software within some of our electronic systems, which was promptly addressed and removed. During this period, some of our online services were interrupted. Presently all services have been fully restored.

KGID is very diligent in maintaining the privacy of our customer's information. All billing and payment information is kept separately from our normal working information. To our knowledge none of our billing or payment information was obtained as a result of the unauthorized software.

Additional. Updated and increased security protection systems have been installed to prevent similar unauthorized software intrusion to our system in the future.

KGID will not be charging late payment fees during the temporary interruption of our online services.

Some late fees may also be waived due to the COVID-19 pandemic. Please contact our office at 775-588-3548 for more information.

Sincerely,

Cameron McKay  
General Manager

## COVID 19 SCHEDULE

KGID will continue to conduct business without interruption, however walk-in service will not be available for some time. Continue to check our website for updates.

Temporary hours of operation for the KGID office will be

Monday – Thursday

7:00 AM to 5:30 PM

Lunch 12:00 to 12:30

Closed Friday

Until May 31, 2020

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### **Web Payments/Online Bill Pay**

You can pay your monthly utility bill online with a credit card or electronic check. You may also set up automatic recurring payments, view your current bill, view the last years billing history and view a graph of metered water usage for the last one year period. You also have the choice to receive electronic bills. This service is provided at no charge. Please visit our website at [www.kgid.org](http://www.kgid.org) and have your paper bill available to sign up. If you don't have access to the web, you may call the office to arrange for payment.

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### **Did you Know?**

#### **KGID Connection Permit required for changes to property**

The District requires connection permit applications when making changes to properties including remodeling, partitioning of existing structures, new construction and changes or replacements of service lines. The District adopted the Uniform Plumbing Code requirements for determination of sizing service lines, meters and building supply lines. Please be aware that additional connection fees and plan review fees may be due for such changes to your property including costs incurred to implement requirements.

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### **Budget Public Hearing**

The District invites interested residents to a public hearing on the Tentative Budget for the fiscal year 2020/2021 at 6:00 PM Tuesday, May 19, 2020.

**Note:** There will also be a Sewer Rate Public Hearing at 6:00 PM Tuesday June 16, 2020.

### **CONSUMER CONFIDENCE REPORT**

The Consumer Confidence Report for 2019 is now available at our website or at this link.

<http://kgid.org/wp-content/uploads/2020/04/2019-Consumer-Confidence-Report-1.pdf>

### **2020 Summer Projects**

**Andria Drive Rehabilitation Project** – The District along with the awarded contractor, Aspen Developers Corp., will complete a rehabilitation of Andria Drive from Aspen Way to Bradbury Way. Rehabilitation efforts will be put in place to control the water runoff that is frequently experienced in the area causing icing issues for residents and the motoring public. The project will include water system upgrades in the affected area as well as stormwater and drainage improvements. Work is anticipated to begin June 15, 2020.

**Juniper Drive Waterline Replacement Project** – This project will include the replacement of a 4-inch steel waterline with a new 8-inch PVC/C900 waterline. Included in the project is the installation of 2 additional fire hydrants and new water service lines to each property. This will provide better fire flows for the neighborhood along with consistent improved water quality. The project will also include rehabilitation of the roadway. The award of this project has been delayed but is anticipated to be awarded in June with construction starting in mid to late June.

**2020 Road Sealing** – The District will complete a micro-surfacing and cape seal treatment on over 20 District maintained roadways. The District Engineers along with staff have been using a new program for accessing roadway conditions and recommended maintenance work. This program has been effective in minimizing disruptions to residents and still protecting the roads and assets of the District. This project is planned for a mid - August start date but is subject to be slightly delayed due to weather and other District projects.

### **Watering Restrictions**

***Per KGID Water Ordinance #1, no irrigation between the hours of 10am and 4pm daily. Please adjust irrigation timers accordingly and review and adjust your irrigation system to ensure your water is not running into the curbs or roads. Consider watering lawns every other day as opposed to every day. KGID is not responsible for any leaks or breaks in irrigation systems.***