

THE WATER LINE

June, 2012

Nob Hill Water Association

Edition 55

Phone Calls



Nob Hill Water Association has implemented reminder calls. An automated courtesy reminder call will be made one to two days before your regular bill is due. An automated disconnect call will be made 24 hours before water is disconnected.

These changes were implemented to help keep costs down, while still giving customers' notification.

If you would like the reminder calls, please make sure the Association has your current telephone number.

If you don't want the reminder phone calls, please call our office so we can remove your phone number. By doing this the only notification you will receive is your regular billing statement and the delinquent bill prior to the service being disconnected.

Adding Capacity and Reliability

Our 2009 Water System Plan identified necessary improvements in order to continue to provide reliable service. As this System Plan was being prepared, we were already working on one new well. We completed construction and added Well No. 7 to our sources in July 2008. It has a capacity of 1300 gallons per minute (GPM), which is 1.9 million gallons per day (MGD). In May 2012 we completed a second project to improve our capacity and reliability. We increased the pumping capacity at Well No. 5 from 1500 GPM to 2500 GPM. This added another 1.4 MGD to our available supply. Between the two projects, we've added 3.3 MGD, increasing our available supply from 8.8 MGD to 12.1 MGD. Our previous largest days have been right at 8.0 MGD. So, these projects help to ensure we can continue to meet a growing demand and even handle summer time demands with a well out of service if necessary.



**Look inside
for our annual
water quality
report!**



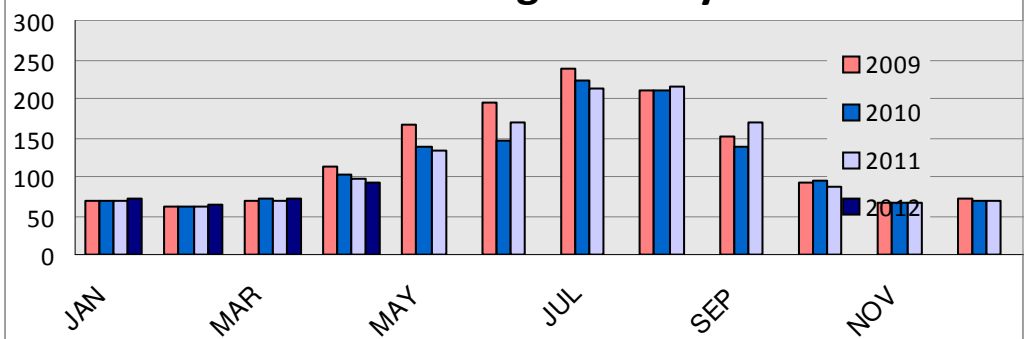
Nob Hill Water
Board of Trustees

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View and pay your bill online!
www.nobhillwater.org



Water Usage History



Sign up today for Autopay!!!!

Simplify your life with our Automatic Payment Plan! When you join, your payments will be deducted from your bank checking or savings account on the date specified, either the 5th or 20th of the month. For your records and convenience, you will continue to receive your bi-monthly water bill. Automatic Payment is SAFE and SECURE. Electronic transactions are protected by federal regulation and are subject to stringent safeguards. Automatic Payment is also FLEXIBLE and can be cancelled at any time by sending reasonable advance notice to your bank and Nob Hill Water.

To sign up for Automatic Payment fill out the form below and return to Nob Hill Water along with a voided check or savings deposit slip. If you have multiple accounts with Nob Hill Water you will need to fill out one form per account.

AUTOMATIC PAYMENT PLAN AUTHORIZATION AGREEMENT

I (we) hereby authorize Nob Hill Water Association to automatically withdraw from my (our) bank account identified below the amount due on my (our) bi-monthly billing statement for the water account listed below. I (we) authorize the Financial Institution listed below to accept such withdrawals initiated by Nob Hill Water Association. The withdrawals shall be made from my (our) bank account on the date specified.

NOB HILL WATER ACCT. # _____ PHONE NUMBER: _____

PAYMENT DATE: (CHOOSE ONE) 5TH OF MONTH or 20TH OF MONTH

CUSTOMER NAME: _____

SERVICE ADDRESS: _____

CHOOSE ONE: CHECKING ACCT. or SAVINGS ACCT.

FINANCIAL INSTITUTION: _____

BRANCH: _____ CITY/STATE: _____ ZIP: _____

TRANSIT/ABA #: _____ ACCOUNT #: _____

This authority is to remain in full force and effect until Nob Hill Water has received written notification from me (or either of us) of its termination in such time and in such manner as to afford them and the named financial institution a reasonable opportunity to act on it.

DATE: _____

SIGNATURE(S): _____