

PINE COVE WATER DISTRICT NEWSLETTER

May 1, 2025

“Water saved today is water we’ll have tomorrow.”

OFFICE/WEBSITE/BLOG

OFFICE HOURS: 9 AM - 4 PM, MONDAY - FRIDAY. PAYMENTS CAN BE MADE IN-PERSON, ONLINE, OR OVER THE PHONE (SMALL CONVENIENCE FEE APPLIES FOR CREDIT/DEBIT CARD PAYMENTS). MAIL OR DROP OFF CHECKS OR CASH TO AVOID THE FEE. AUTO-PAY IS FREE.

BILLS ARE ISSUED ON THE 1ST OF EVEN MONTHS AND DUE BY THE 1ST OF ODD MONTHS. A \$15 LATE FEE APPLIES AFTER THE DUE DATE. THE \$80 MINIMUM BI-MONTHLY CHARGE APPLIES REGARDLESS OF WATER USAGE.

VISIT WWW.PCWD.ORG FOR FURTHER RATE INFORMATION, GENERAL UPDATES, AND CAMERA FEEDS.

BOARD MEETINGS

We’d like to remind all of our valued customers that our **Monthly Board Meetings** are held on the **second Wednesday of each month at 10:00 AM**.

These meetings are open to the public in the PCWD Conference Room, and we welcome all who would like to attend. If you have any comments, suggestions, or feedback, there will be an opportunity for public comment during the meeting, or you can email us at pcwd@pcwd.org up until 3:00pm on the day prior to the meeting.

We encourage you to join us, participate, and share your thoughts on how we can continue to improve and serve you better. Your voice is important to us!

ACH / AUTOMATIC BILL PAYING

Sign up for automatic bill payments via ACH to avoid late fees. Visit our website to download the form or get one from the office. You can also sign up or make changes through our new customer portal: pcwd.currentsoftware.app

EXCITING SOFTWARE UPDATE: INTRODUCING CURRENT SOFTWARE APPLICATIONS, INC.

We’re thrilled to introduce **Current**, our new software solution designed to enhance and streamline our billing services. While **nothing is changing** with our bi-monthly billing schedule, Current will help improve the efficiency and accuracy of the billing process. To ensure a smooth transition, we’ve attached all the necessary forms and instructions. As always, we’re here to help every step of the way!

ELECTRONIC METERS

We’re still in the process of installing Electronic Meters. While we’ve seen great results when the system works, we’ve encountered some trial-and-error challenges. Not everything we were promised is functioning perfectly yet, but we’re working hard to resolve these issues. Once fully installed, we’re confident the system will run smoothly and provide the benefits we’ve all been looking forward to, including remote meter readings and faster leak detection. We appreciate your patience as we work through these final adjustments.

LEAK REWARDS

We always appreciate our customers’ help in keeping an eye out for leaks. If you happen to notice anything suspicious,

please don't hesitate to give us a call. If the issue is confirmed as a leak, we'd love to thank you with a **\$25 gift certificate** to your favorite restaurant right here in Idyllwild!

BIRD HOUSES

Stop by the office for your free bluebird house. Now's the time to hang it up and get ready for Spring!

WOOD CHIPS

Free wood chips are available at our Dutch Flats location. Bring your own tools or call for delivery (\$125 for a 9 cubic yard load).

SANDBAGS

Worried about run-off? Come get FREE sandbags. We have dirt in our backyard that you can fill up your bags for free as well. (Limit 10 bags per household)

REBATES AVAILABLE

We offer rebates for:

- Low Flow Toilets: 50% off (up to \$100, limit 2)
 - High Efficiency Washing Machines: \$50
 - Instant Hot Water Units: 50% off (up to \$75)
 - Rain Water Collection Systems: 50% off (up to \$100)
- Proof of purchase and installation required. Other restrictions may apply.

PINE COVE PROPERTY OWNERS MONTHLY MEETING

MEETINGS ARE HELD THE 1ST SATURDAY OF EACH MONTH AT 9:00 AM IN THE DISTRICT OFFICE'S BOARD ROOM. WOODY HENDERSON IS THE BOARD PRESIDENT.

MEET OUR NEW FIELD TECH: NATE BALDWIN

We're excited to introduce **Nate Baldwin**, who joined our team in January as our new field technician! Nate brings valuable experience and a positive attitude to our team, and we couldn't be happier to have him onboard. If you see him out in the field, please take a moment to give him a warm welcome—we're sure he'll appreciate it, and we're thrilled to have him as part of the team!



Contact Us

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