



# TWIN ROCKS SANITARY DISTRICT

## QUARTERLY NEWS

### SPRING 2007

#### Twin Rocks Sanitary District Billing Corrections

Twin Rocks Sanitary District (TRSD) welcomes all of our customers into the New Year. We hope that all of you had a safe and Happy Holiday Season with your loved ones. In the Fall 2006 Newsletter, we addressed our problems with accurate billing in a timely matter. Thanks to many of you who called us, we were able to correct several billing errors in the system. As you receive your bill with this newsletter, we ask that you carefully review the information. The vital information that we need corrected is: **current property owner, correct service address, address to which we are to mail your bill, and phone number where you can be reached. When you mail a check, please put your service address on the check. Please review your bills/invoices carefully for any items that need corrections.** With your help, we should have the database corrected during this first quarter of the new year.

#### Twin Rocks Sanitary District Employee Additions

Since Bonnie's departure in July 2006, we hired two contractors (Sheila and Tammy) to re-establish the filing systems, update the billing records, make necessary deposits of payments, and keep the District operating. In October Tammy left and Sheila was hired as an assistant to our new Office Manager, Cyndy Arvin. Cyndy comes to this District with an excellent background in organization, management, and a degree in Business Administration. Cyndy will be working 8:00AM to 5:00PM, Monday through Friday. She has installed an answering machine to take your message if she is unavailable. Your calls will be returned within 24 hours. Cyndy has also made numerous organizational changes to the office to ensure better record-keeping, current payment records, and improved customer service. If you get the time, stop in and say hello.

It is a joy for me to be working here. It will be a pleasure to assist you in any way that I can.

#### Twin Rocks Sanitary District Sewer Clean-up

On January 15, 2007, TSR will be performing the annual cleaning and repair of our sewer lines. You may hear some gurgling sounds from your sewer system during this cleaning process.

#### Twin Rocks Sanitary District Storm Tips

The following list comes from the Tillamook PUD for preparation of impending storms and power outages:

- \*A telephone that plugs directly into the wall outlet jack;
- \*Flashlight with extra batteries
- \*Lanterns and oil

\*First aid kit and **prescription medicines**

\*Clean drinking water

\*Manual can opener

\*Battery-powered radio or scanner

\*Easily accessible emergency numbers

\*Extra warm blankets and clothes

\*Extra firewood for a fireplace

\*A cooler for storing foods since it is best to keep your refrigerator and freezer closed. (This will help keep your foods unspoiled for 24-48 hours).

#### DELINQUENT CHARGES

We have tried numerous means to attempt to get our customers current on their sewer bill accounts. These methods have been to no avail on numerous accounts. Therefore, we have to resort to a more strategic method of collecting money on past due accounts in order to continue providing you quality service. We discussed this procedure with the Tillamook County Tax Assessor, and she has agreed to assist. All customers have until June 15, 2007 to bring their accounts to a zero (0) balance. Between June 16, 2007 and July 1, 2007, our office will be developing a list of customers who are still delinquent in their payments. This list will be forwarded to the Tillamook County Tax Assessor. She will then place a lien on your property for the amount still owing on your account. This lien will become part of your Property Tax Bill. We are certainly disappointed that we have to resort to this means, but we know that all of our customers want quality service on which they can depend. In order for TRSD to provide this type of service, customers must do their part to keep the Sanitary Plant operational. Please be careful to not allow trash into your sewer line (cigarettes, etc.) because these items plug the line.

#### EXTENDED POWER OUTAGES

We have had two-three power outages that have cost many of us a degree of discomfort. The Board wishes to extend, to all of our customers, access to our administration office during these power outages. The administration building is the blue building at the top of the hill. We have power, heat, restrooms, coffee, a microwave, chairs to sit in for reading or relaxation. So, don't sit in your home freezing—come to the Twin Rocks Sanitary District administration building and get warm.

