



## Timberon Water & Sanitation District

Proudly serving the people of Timberon for over 30 years.

Address: 1 Bobwhite Cir., Timberon NM. 88350

Contact: 575-987-2250 or [Billing@timberonwater.com](mailto:Billing@timberonwater.com)

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TWSD would like to welcome you to Timberon, New Mexico.

This welcome packet is meant to provide you with valuable information about your account. As a new customer, you may have questions regarding your account, and we hope this helps you find the answers you need. Please go to our website and subscribe to our email list to get automatic updates from our department.

### **In this packet you will find the following information.**

- \*Your account type, account number and bill due date.
- \*Explanation of bill types
- \*The information you will need to set up an online account for bill pay.
- \*Explanation of services and fees.

Welcome to the neighborhood. We look forward to working with you.

Please see page 2 for all your account information.

1.- Address 279 Miles loop, Timberon NM. 88350

LLD T15-163-29

A. Account type: Water StandBy NoService

Account Number: 2404-SB (Must Be Included with Payment)

Bill Due Date: March 31<sup>st</sup> every year

Monthly \_\$                     (Base Rate) Annually \_\$ 61.15

B. Account type: Facilities & Services

Account Number: FS02-2404 (Must Be Included with Payment)

Bill Due Date: September 30<sup>th</sup> Annually \_\$ 30.00

2.- Address \_\_\_\_\_, Timberon NM. 88350

LLD \_\_\_\_\_

A. Account type: Water StandBy NoService

Account Number: \_\_\_\_\_ (Must Be Included with Payment)

Bill Due Date: \_\_\_\_\_

Monthly \_\$                     (Base Rate) Annually \_\$                    

B. Account type: Facilities & Services

Account Number: \_\_\_\_\_ (Must Be Included with Payment)

Bill Due Date: September 30<sup>th</sup> Annually \_\$ 30.00

\*\* Payments can be made in office, online at [Timberonwater.com/billpay](http://Timberonwater.com/billpay)

or by mail at *TWSD 1 Bobwhite cir, Ste: 1, Timberon, NM. 88350*



# Bill Pay Instructions

To set up your billpay account for the first time using the MEMBER REGISTRATION module, it will ask for a **Municipality Code**.

There is a different municipality code for each type of account. The municipality code assures that your payment is applied to the correct bill.

The municipality codes are shown below for each type of bill.

- Metered Water bill municipality code is: **Timberon01**
- Standby bill municipality code is: **TimberonSB01**
- FS-1 bill municipality code is: **TimberonFS01**
- FS-2 bill municipality code is: **TimberonFS02**
- FS-NS bill municipality code is: **TimberonNS01**

After that, you will create your own login and password to view and pay your bill.

**PLEASE BE AWARE:** *A separate login must be created for each account and each municipality.*

*Example: If you have 3 properties, and 3 account numbers, you must create 3 logins in order for the payment to be applied to the correct account.*

**Click the link below to go to the MEMBER REGISTRATION and MEMBER LOGIN page to pay your water bill online with your credit card or e-check.**

\* Pop-Up blockers should be disabled to use this site.

You will need your TWSD account number, and a valid email address.

If you have any problems, *please do not call the Timberon Water District office*. You will need to call the **tech support service at 1-800-657-0880** and ask for "help with Bill-Pay"

**\*\* There is a \$3.00 transaction fee, which goes to the credit card processing company.**

To request an e-Bill (billing by email only, no card) please email the billing department, and let us know you would like to have email billing enabled. Please include your account number, your email address, and the name on the account.

## **Water Service**

### **Rates & Charges – Water Service**

#### **Base Rates**

<b>Services</b>	<b>Gallons</b>	<b>Charge</b>	<b>5% Tax</b>
<b>Basic Water</b>	0	\$74.59	\$3.72
<b>Metered Water</b>	0-1,000 gal	\$4.61	\$0.23
	1,001-4,000 gal	\$6.00	\$0.30
	4,001-10,000 gal	\$6.45	\$0.32
	10,001 gal and over	\$6.91	\$0.34
<b>Trash Fee</b>	N/A	\$16.00	\$0.80

***Total – A base monthly water bill with 0 gallons used, plus the trash fee will be \$91.39***

#### **Additional Charges**

- Meter Installation – \$1,500.00
- Disconnect Fee – \$75.00 (less than 72 hours notice, Disconnect fee is \$100.00)
- Reconnect Fee – \$75.00 (less than 72 hours notice, Reconnect fee is \$100.00)

## **New Meter Installation**

We request that the customer place a marker at the desired meter location on their property. TWSD will provide a marker if needed. The marker should go anywhere along the street line in between the lot boundaries. TWSD will set the meter on the customer's property no more than 15 feet from the point of service (the water line in the street).

Customers must install their own shut-off valve. It should be located on the customer's side of the meter setup. **The district's valve between the meter and the street is not for customer use.**

Items needed by the customer to complete the meter installation on their side of the meter:

1. A 3/4" shut-off valve must be installed on your side of the meter, positive seal, 1/4" turn ball valve.
2. Outside faucet to hook a water hose to for temporary purposes.
3. Schedule 40 3/4" fittings.
4. Whatever 3/4" pipe is needed to run a line to the service area as desired.
5. Pipe cleaner and pipe glue.

## **Water Line Extension**

3-inch water line extension: \$51.00 per foot.

4-inch water line extension: \$54.00 per foot

8-inch water line extension: \$59.00 per foot

*Note: Additional fees may be required due to excessively rocky soil conditions. Prior inspection shall be required.*

## **Standby**

A **Standby Charge** of \$61.15 per property each year is charged against non-metered land that has a water distribution line adjacent to it. They are mailed out in December, and are due by March 31st.

This NMPRC approved charge, and **Metered Water** sales, fund the water system in Timberon. The Timberon Water and Sanitation District maintains/operates approximately 100 miles of distribution lines, five storage tanks, two wells, and a water filtration plant, to supply potable water and fire suppression for the community.

Standby Charges were adopted by the Timberon Water District in 1994.

## **Facilities & Services**

The annual Facilities & Services bills are \$30.00 a lot per year. They are mailed out in July and are due by September 30th.

A **Facility and Services Fee** of \$30 per property each year, along with a 9.885 mill levy on **County Property Taxes**, is charged against all properties within the District. This money makes it possible to maintain the approximately 200 miles of roads, providing access to the over 9,000 acres that makes up Timberon. The operation/maintenance of facilities like the Lodge Building and Community Center, Cemetery, Swimming Pool, Playground, BBQ Pavilion, Fishing Lakes, and Golf Course are also funded from this revenue. The costs of services like Trash Disposal and the community Slash Pit, for dumping dead vegetation and trees, are offset by this funding source.

Facilities & Services charges were enacted by the Timberon Water & Sanitation District in 2012.