



December 2024 Newsletter

From KMPUD to you, We wish everyone a safe and memorable holiday season!

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KMPUD and KVFD Community Forum



Please join us and make your voice heard! KMPUD and KVFD will be hosting an online, Zoom on January 23 at 6:00 PM event to update the Kirkwood community about the options the District is researching and developing for operational models, their costs, and how those costs could be allocated to Kirkwood property owners. Please join us online at <https://us02web.zoom.us/j/86727134745>, or via audio at +1 669 900 6833 for this informative webinar.

A second community forum is tentatively scheduled for late February to provide more detailed information and to gauge property owner sentiment regarding the future of KVFD.

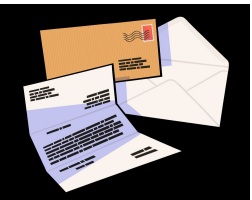


Find your FAQ's on the KMPUD Website

Check out the new FAQ section on the KMPUD website! This page contains important information for customers, providing detailed responses to frequently asked (and not so frequently asked) questions. This resource encompasses various service topics, such as electric and fire services, emergency assistance, general inquiries, billing issues, propane service, snow removal operation, solid waste management, as well as water and wastewater topics, enabling customers to easily access the information they seek.

By proactively tackling these questions, the section not only simplifies communication but also empowers customers, allowing them to make well-informed decisions regarding their utility services. In summary, the FAQs enhance the overall customer experience and promote a deeper comprehension of KMPUD's range of offerings and policies. You will find the FAQ's [here](#).

A Guide to Reading Your KMPUD Utility Statement



We have received your request from the Customer Satisfaction Survey expressing interest in understanding how to read your KMPUD Utility Statement. This guide will assist you in comprehending each section of your statement. Grab your statement and follow along to gain insight into what everything signifies.

The Statement is broken into five parts: (1) Remittance, (2) Statement, (3) Summary of Charges, (4) Service Details and (5) Daily Usage.

The top portion (1) **Remittance** is to be separated and returned with your payment if you are paying by check. This section includes the customer name and billing address. Please contact the District with any changes. If requested, both the owner and the tenant may receive a copy of the Statement, however it is ultimately the owner's responsibility for payment of all utility bills. The owner's name will appear as the first line with tenant below. The total **Amount Due** is listed. The **Statement Date** is the date the statements were computed. The **Due Date** is the date the current charges are due. The **After Due date pay** is the amount to be paid **only if payment is made after the Due Date. Notes** – will state Past Due Balance if payment is made after the due date; this section will only appear if you do not participate in ACH.

Penalties are assessed after charges become delinquent. The amount of the penalty is a one-time 10% charge and 0.5% interest charge per month thereafter.

The (2) **Statement** section includes the name of the property owner, the **Account Number**, the **Statement Date**, the property **Location** or name, the **Previous Balance** from the last statement, **Payments** received during the billing period, the **Current Charges**, the **Amount Due** and any **Other Charges if applicable**.

The (3) **Summary of Charges** includes a sum total of the charges by **Service** type: Electric, Propane, Water, Waste Water, Solid Waste, and Fire Assessment. All services include the meter ID and usage in kilowatt hours (KWH) for Electric and cubic feet (CF) for Propane, Water and Waste Water charges. Waste Water (Treated Water) charges are calculated using the metered Water Usage in (CF). The Solid Waste Charge is a fixed amount. The monthly Fire Assessment Charge is calculated by multiplying the square footage of your home by \$0.04 and dividing by 12.

The (4) **Service Details** section provides additional detail for each Service provided. Included for each: **Previous** Reading, **Current** Reading, **Multiplier** – used in calculating the rate (where appropriate), **Usage** – KWH or CF as appropriate for each Service and the number of days between meter reads, and the **Charges** for each Service.

Electric Service includes a Base Rate, a Meter Charge, the Usage in KWH, and the Board of Equalization Surcharge.

Propane Service includes a Base Rate, a Meter Charge, Usage displayed in Cubic Feet, Fuel Adjustment charge or credit, and CPUC Surcharge.

Water includes a Base Rate, a Meter Charge, and Usage measured in Cubic Feet.

Waste Water includes a Base Rate and Usage displayed in Cubic Feet.

The (5) **Daily Usage** displays daily average usage as billed for Electricity, Propane, and Water. If available, the previous year's usage for the same billing month will also appear. For Electricity, the display includes the amount of Usage in KWH along with a calculation of the Usage per day in each billing period. For Propane and Water, the display includes the amount of Usage if Usage in Cubic Feet (CF) along with the calculated usage per day for each billing period.

This guide is also available at [here](#), on the KMPUD Website.

CalRecycle - Recycling E-Waste



Each year in California hundreds of thousands of computers, printers, televisions, and other electronics become outdated in the eyes of consumers. Rapid advances in technology and demand for new features and upgrades led to an increase of wasted electronic devices, or e-waste.

What is E-Waste?

E-waste is a popular, informal name for electronic products nearing the end of their "useful life." Computers, televisions, VCRs, stereos, copiers, and fax machines are common electronic products. Many of these products can be reused, refurbished, or recycled.

Important Reminder: Many electronic products (computers, cell phones, tablets, etc.) are used to store personal information. Before donating or recycling your equipment, remember to remove all sensitive and personal information from its memory. Note that simply using your keyboard or mouse to delete files does not necessarily completely remove the information from your device's memory. Your local software store can provide you with the necessary drive cleaning software appropriate for your system.

Where to Recycle?

Use the [eRecycle directory](#) to find an e-waste collector in your area.

Is Your Email Address and Cell Phone Number Current?

It is essential for our records and communication that your email address and cell phone number remain up-to-date with KMPUD. Keeping your current email allows us to deliver important notifications, updates, and maintenance information directly to you. If you have recently changed your email address, cell phone, or are uncertain whether we have the correct one on file, we encourage you to verify it today.

Log into your KMPUD User Account to ensure your email address is accurate.

Mailing Your Payments This Winter

To ensure that your payments, whether mailed by you or sent by your bank, arrive on time during the snow season, please make sure to mail them early.

Inclement weather can cause delays in postal services, which may result in late payments and possible penalties. By sending your payments ahead of time, or better yet signing up for [ACH](#), you can avoid any disruptions caused by winter conditions and keep your accounts in good standing.



Seasonal Reminders



Winter Driving Tips from the California Highway Patrol

Snow has cascading down over the area, signaling the start of that familiar time filled with questions like 'Will I need chains?' and 'How cautious should I drive?' Skiers are reveling in the excitement, while the rest of us frantically search for last April's ice scraper. Get ready, everyone—it's the gentle introduction to winter! Whether you're an experienced snow lover or someone just experiencing the beauty of winter for the first time, we have some helpful tips to guide you through the season.

- ◆ **Tire Check:** If your tires look like they belong on a skateboard, it's time to upgrade. Winter tires, chains—heck, just duct tape some snowshoes on them if you have to...But seriously, come prepared!
- ◆ **Slow Your Roll:** You're not auditioning for "Fast & Furious: Frozen Drift." Roads can get icy, and nobody wins a prize for slipping into a snowbank. Take it easy and give yourself plenty of time to get where you're going.
- ◆ **Pack a Winter Survival Kit:** Blankets, snacks, water...basically, pretend you're packing for a sleepover in your car. Because let's face it, that might happen if you're not careful (or if you need an emergency snack break).
- ◆ **Stay Updated:** Follow [@CHP-Truckee](#) and [@caltransdist3](#) for road conditions, travel advisories, and an occasional winter meme. Trust us, you don't want to be the reason we post one.

Fireplace Ashes Disposal

The District, in cooperation with ACES Waste Services, provides an Ash Bin as a courtesy to our customers who need to safely dispose of ashes produced by wood stoves and fireplaces. The purpose of the Ash Bin is to prevent fires in other dumpsters which are dedicated solely for disposal of household waste. In the past, improper disposal of ashes has caused numerous fires at the dumpster pad, trash chute rooms, and even the ACES dump truck. Such events pose a serious fire threat to homes and could cause a wildland fire.



The Ash Bin is located adjacent to the Wastewater Treatment Plant on Loop Road and is available 24-hours a day. This bin is for ashes only. Please do not dispose other items in this dumpster including bags, boxes or bins used to transport the ashes, as that also poses a fire threat. Also please ensure that the Ash Bin is closed after use so that embers do not travel to the surrounding area.

What is the Board Doing Now?



At the December Board of Directors meeting, the Board listened to the [presentation by Chief Withrow](#) from the Amador File Protection District, appointed two board members new seats, and discussed the monthly financials.

To stay informed, we encourage the community to watch the recent meeting at kmpud.com and read the [Board packet](#). Look for communications from KMPUD on next steps to address the critical issues around KVFD.

Kirkwood is your District and your input and participation are valuable. Click [here](#) to view the Community Calendar of upcoming Board and Committee meetings. We encourage your participation at our meetings. Click [here](#) to learn about the agenda. And click [here](#) to access past Board of Directors meetings.

Newsletter Sign-up

Stay Up to Date with the KMPUD Newsletter

Receiving the monthly newsletter is essential to stay informed about various aspects such as events, seasonal reminders, updates from the Board of Directors, and important communication information.

Scanning this QR code will bring you directly to the Registration page. A confirmation email will be sent to the email you registered with. Follow the directions provided.



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