

Fountain Lakes Irrigation Co-Op, Inc.

FREQUENTLY ASKED QUESTIONS

- Q: How much does it cost?
A: The first 16,000 gallons of usage (base rate) is charged at \$27.001. Anything over 16,000 gallons is charged at \$1.89382 per 1000 gallons.
- Q: If I do not change my clock, wouldn't my bill be the same each month?
A: If you water twice a week, times fifty-two weeks, but only billed once per month, in four months there would be eight sprinkling cycles and in eight months there would be nine cycles. Even the water pressure variation can have an effect on the amount of your bill.
- Q: Should I turn off my system during rainy season? Why do I still get a bill if I turn my system off?
A: Our minimum monthly charge is \$27.00 which includes 16,000 gallons of water whether you use it or not. It is set up this way because it does not rain every day in the rainy season. It does not rain under your eaves or under your trees. If your sprinkler heads do not pop up periodically, grass grows over them and they malfunction. Our advice is to use your 16,000 gallons since you are paying for it anyway and protect your grass and sprinklers.
- Q: What is the billing cycle?
A: Monthly
- Q: When is payment due?
A: Your invoice is typically sent out 5-7 days after the meters are read and due by the 25th of the of the month.
- Q: My unit is rented out. Can you send the bill to the renter?
A: Yes, but a bill **must** also be sent to the member. You, as the member, are ultimately responsible for the payment. We must have an email on file if a duplicate billing is sent.
- Q: Can I set up Auto-Pay?
A: Yes, please visit the KPG website at www.kpgaccounting.net, click on "Auto-Pay/Pay Online", and follow instructions. Payments from your checking account or debit/credit card are processed on the 25th.
- Q: Do I need a rain sensor?
A: The City of Estero requires a rain sensor to avoid unnecessary runoff.
- Q: Is using FLIC irrigation water better the environment?
A: We believe it is better because of the natural minerals and the runoff goes back into our lakes.
- Q: I have a question about my irrigation. Who do I call?
A: Maintenance issues-JRC Lawn Maintenance- 239-707-1553.
After Hours emergency - 239-273-3213.
Director of Operations Mike Growe – 239-227-8050
Billing issues - KPG Accounting Services- Contact@KPGAccounting.net.

OWNER RESPONSIBILITIES AND TROUBLESHOOTING

- FLIC only supplies water to the meter. Any issues in the owner's yard are the owner's responsibility. and are billed on usage.
- Each owner should know the location of meter and valve boxes.
- Each owner needs to keep grass from growing over meter and valve boxes.
- Each owner needs to know how to operate the time clocks.
- If water is stuck, owner must turn off valve:
 - Locate top of valve.
 - Turn handle clockwise in a series of ½ turns until water shuts off.
- If water does not come back on:
 - Is clock on?
 - Is power on to clock?
 - Solenoid has gone bad.
 - Pump may be off for service or repair.
 - Wire damage from valve to clock.