



HILTON CREEK COMMUNITY SERVICES DISTRICT

NEWSLETTER

Happy New Year
January 2021

Sewer System Emergency:

(760) 935-4500

District Manager

Kyle Burnett

(760) 935-4500

districtmanager@hiltoncreekcsd.com

Secretary to the Board / Finance Officer

Lorinda Beatty

(760) 965-9696

info@hiltoncreekcsd.com

Board of Directors

Steve Shipley – President

Legal Committee

s.shipley@hiltoncreekcsd.com

Isabel Connolly – Vice President

Human Resource Lead

Substitute Financial Oversight Committee

i.connolly@hiltoncreekcsd.com

Cindy Adamson – Board Member

Financial Oversight Committee

c.adamson@hiltoncreekcsd.com

Windsor Czeschin – Board Member

Financial Oversight Committee

w.czeschin@hiltoncreekcsd.com

Garrett Higerd – Board Member

Legal Committee

g.higerd@hiltoncreekcsd.com

Hilton Creek Community Services District experienced many changes in 2020 including a new District Manager and Secretary to the Board

District Manager:

Kyle Burnett joins the Hilton Creek Community Services District as your new District Manager. Kyle brings his experience from Big Bear along with his enthusiasm to improve service for the community and District. Kyle's goals are to modernize equipment and operations, provide efficient and cost-effective treatment of wastewater and increase transparency within the District.



State Water Resource Control Board Grade 3 Wastewater Treatment Plant Operator

CWEA Grade 2 Laboratory Analyst

CWEA Grade 2 Collections Systems

Personal Interests: Outdoor Enthusiast, Backpacking, Climbing and Skiing

Secretary of the Board:

Lorinda Beatty joins the Hilton Creek Community Services District team part time as your new Secretary of the Board and Finance Officer. Lorinda is a resident of Crowley Lake and lives within the Hilton Creek Community Services District. Her past experience provides her with a unique set of business and organizational skills. Her goals are to bring transparency to the District, connect with customers and to become a reliable point of contact for customers, team members and Board Officials.



Personal Interests: Photography, Cooking, Gardening and Creative Projects.

NEW PAYMENT OPTIONS

We are pleased to announce that effective in January 2021 a pay portal will be available for credit card payments utilizing Allpaid/GovPayNet through our website. ***You may continue with your current payment method or use the new pay portal. You can also register for recurring payments.***

A few things to note:

- **Convenience fees associated with the service:**
 - 2.25% fee for payments through the web portal.
 - 2.25% + \$2.25 for phone /operator assisted payments.
- **Automatic Withdraw Payment Participants:** If you are currently participating in our ACH program and would like to switch to the payment portal instead, **you must contact Lorinda** at (760) 965-9696 or info@hiltoncreekcsd.com to avoid duplicate payments.

New Look and Process for Statements

In March 2021 your invoices may look a little different.

In an effort to reduce costs and employee hours the District has outsourced the printing and mailing of statements.

This will allow Lorinda to focus on other needs of the District. Lorinda will continue to be your contact person regarding all statement questions, requests or general information.

Feel free to contact Lorinda at:
(760) 965-9696 info@hiltoncreekcsd.com



Website: HiltoncreekCSD.com

We've been busy adding information to our website and would like our customers to visit the website more often to receive updates and information. Here are just a few of the new changes:

- The Board of Directors contact information
- Payment Portal for credit card payments
- Recent Board Meeting dates, agendas and agenda packets are available for your review

The District is interested in your ideas and requests for the website. Please contact any team member to share your ideas.