



Mountain House Community Services District Newsletter

September
2010

ONLINE PAYMENT TIPS

By now, most residents are aware of the convenience of making a Municipal Utility Account payment online. In last month's newsletter, we included information regarding the security of using the online system to pay your monthly bill. If you have chosen this method of payment, here are some helpful FAQs:

Question:

Why did I get a declined message when I have sufficient funds to cover the payment in my account?

Answer:

There are several reasons why this can happen:

1. The billing address entered does not match the billing address for your credit card statement.
2. You may have recently changed addresses and the bank has not updated their validation database yet.
3. The address, Zip code, and/or name were mistyped.

Question:

What should I do next if I am declined online?

Answer:

If you are declined you may need to do the following:

1. Contact your bank and/or credit card company to verify the information that you entered matches what they have on file.
2. Check to see when the bank and/or credit card company updates their validation database.
3. If the information on file is correct, then the address, Zip code, and/or name may have been mistyped. If this is the case you may reattempt to pay your bill online.

Question:

Why was my transaction declined but it shows as "pending" on my bank statement?

Answer:

If you had sufficient funds to cover the payment, but our system declined the transaction, your bank may be holding your funds. You will need to contact your bank to have the hold released. Please note that the MHCS D cannot collect a payment on a declined transaction. The payment must be resubmitted.

The online payment system can be found on our website at www.ci.mountainhouse.ca.us. Select the green tab entitled "Pay MHCS D Utility Bills" located on the right-hand side. If you have any questions regarding online transactions, please contact our Billing Coordinator at (209) 831-5611.

AUGUST BOARD MEETING

Residents are always encouraged to attend the monthly MHCS D Board of Directors meetings either in person or by watching the live stream on our website. The following are samples of the Board's actions at the August 11 Board meeting:

- Award of professional services and maintenance contracts
- Transfer of land to Lammersville Joint Unified School District for a school maintenance yard
- Addition of volunteers to the MHCS D's Workers' Compensation Insurance plan
- Appointment of the Safety Committee Chairperson

The videos from previous meetings can be found on our website at www.ci.mountainhouse.ca.us.

MOUNTAIN HOUSE BRANCH LIBRARY

There is no better resource for information than your local library. As announced in July, the Mountain House Branch Library is now open seven days a week and is more than just a place to check out reading materials. The September calendar is full of activities for all ages and Mountain House residents are encouraged to visit the library to show support of this wonderful amenity. The activities below are also posted on the Library website at www.stockton.lib.ca.us.

Thursday, 9/1 – 6pm

Adult Nutrition Workshop

Wednesday, 9/8 – 4pm

Movies Starring Mole

Mondays, 9/13, 9/20, and 9/27

Storytimes: All About Baby – 10:30am
Preschool – 11:15am

Thursday, 9/11 – 4pm

Wii for Teens and Tweens

Saturday, 9/18 – 11am

Computer Basics Class

Thursday, 9/25 – 4pm

Fall Carnival

MOUNTAIN HOUSE BRANCH LIBRARY

579 Wicklund Crossing
Mountain House, CA 95391.
(209) 937-8221

BASKETBALL FUN

Friday night pick-up basketball is back! Lace up your basketball shoes and join in on the fun!

When: Fridays - September 10, 17 and 24

Time: 6:30pm - 9:30pm

Where: Wicklund Elementary School
Multi-Purpose Room

More information at www.mhflagfootball.com

COMMUNITY MEETING 9/16

The community is invited to attend our next Community Meeting on Thursday, September 16. Topics will include emergency preparedness in Mountain House and information on current development activities. Please look for a postcard from the MHCSD in your mailbox or you can get meeting specifics on our website.

YOUTH ACTION COMMITTEE

One of the community events sponsored by the MHCSD is the upcoming Haunted School on October 31. This event will be coordinated jointly with the Youth Action Committee, a committee comprised of Mountain House youth interested in civic, social, and educational events in Mountain House. Anyone between the 6th and 12th grades interested in assisting with this event is encouraged to attend the next meeting on September 7 (meeting specifics below).

SCHEDULE OF EVENTS

Youth Action Committee Meeting

Date: Tuesday, September 7, 2010

Time: 6:30 pm

Location: MHCSD Board Room

MHCSD Board of Directors Meeting

Date: September 8, 2010

Time: 7:00 pm

Location: MHCSD Board Room

MHCSD Community Meeting

Date: Thursday, September 16, 2010

Time: 7:00 pm to 9:00 pm

Location: School Site TBD

Mountain House Community Services District

230 S. Sterling Drive, Suite 100

Mountain House, CA 95391

(209) 831-2300 (Main) - (209) 831-5610 (Fax)

Monday – Friday 8:00 am – 6:00 pm

www.ci.mountainhouse.ca.us

The MHCSD office will be closed on Monday, September 6, in observance of Labor Day.

