



CITY OF NAMPA ANNOUNCES

NEW WEBSITE FOR IRRIGATION CUSTOMERS

WHY WE SWITCHED AND WHAT IT MEANS FOR YOU

The City of Nampa switched to a new utility billing website for our customers in November. The new electronic billing and payment portal costs less, provides additional options for customers and is more user-friendly. It will offer the same great features as well as a few additional options. ([This is the same new system used for our water/sewer/trash customers.](#))

SETTING UP YOUR ACCOUNT

In order for this to be a smooth transition for our customers who pay online, please follow the steps below:

- Visit the new website at nampa.billingdoc.net
- Click "Create an account" and enter contact information
- Add account number (your account number will remain the same and can be found on your latest utility bill)
- Add payment information (debit card, etc.)

[If you make payments with cash or check, you do not need to set up an online account and may continue paying as usual.](#)

If I have multiple Nampa utility accounts, can I use the same login? Yes, after you have created a new profile, you can add any other utility accounts, including irrigation.

I need help setting up my new account. Where can I go for help? Step-by-step instructions and videos are available at <https://nampa.billingdoc.net>. We encourage our customers to review the tutorials first. We are happy to help if you need assistance!

May I make payments to my irrigation bill? Yes, you may make payments to your irrigation bill before the final amount is due on June 30.



Si necesita ayuda traduciendo este mensaje en español por favor llame (208) 468-5711, opción 5.



855-980-6672 Automated system
208-468-5711 Customer service, M-F 8:30am-5pm

SCAN CODE WITH YOUR SMARTPHONE
OR VISIT
nampa.billingdoc.net



IRRIGATION RATE INCREASED TO COVER IMPROVEMENTS



The City of Nampa is responsible for maintaining 516 miles of irrigation infrastructure. As a not-for-profit agency, customer rates are based on the cost to cover repairs and regular maintenance.

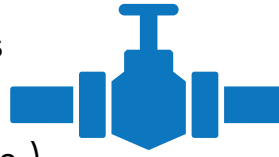
WHY WAS AN INCREASE NECESSARY?

An increase of 19.98%, which is an average increase of \$30 per year, is included in this year's irrigation bill. On average, irrigation users receive water from mid-April to September. The approximate increase, spread over the entire irrigation season, is about \$6 more per month.

As a reminder, rates are not based on use but are a flat fee based on the size of the property.

516 miles

The City of Nampa maintains 516 miles of irrigation infrastructure (24% of which was installed in the '70s and '80s.)



102 line breaks

From 2016–2021, there were 102 irrigation line breaks (an average of 17 per year). There were 22 line breaks in 2022 alone.

Over the past three years, we have invested nearly \$8 million dollars for repairs and improvements to irrigation.



Unfortunately, **107 miles of pipe are near the end of their useful life** and need to be replaced before a more costly emergency repair is required.



Do you have questions?

SCAN QR CODE TO LEFT WITH YOUR SMARTPHONE OR VISIT cityofnampa.us/irrigation