



July 5, 2023

## Letter from Humboldt County to Gold Country Customers

**To all Gold Country customers**

**Subject: Sale of Gold Country Water System to Humboldt County  
Important Information for Customers**

Dear Gold Country customer:

As you may know, Gold Country Water Company, Inc has sold its interest in the water system to Humboldt County. This acquisition is scheduled to close on or about July 19, 2023. We believe that this acquisition will be very beneficial to the water customers as it includes a \$1.85 million grant from the State Revolving Fund (SRF) to 1) acquire the system and 2) design and construct a new well in a low nitrate area along with a transmission line to replace existing supply from wells that are approaching the nitrate maximum contaminant level for drinking water. The improvements will also include a connection between the Star City system and the Gold Country system that will provide additional reliability and redundancy for both systems going forward. Customers will also benefit by having access to future SRF low interest loans and grants for future capital improvement needs.

**Below is information regarding how the billing and payment requirements will change and what action you, the customer, will need to take:**

July bill payment – Bills sent to customers in July will be paid to Gold Country Water Company, Inc. just as they have been in the past.

For billing inquiries for bills up to and including the July, 2023 billing, contact Gold Country at (800) 706-6531.

**Payment Changes Required beginning with your August billing payment:**

Payment for the bills sent to customers in late August and thereafter will be paid to the Humboldt County Treasurer, 50 West 5<sup>th</sup> Street, Winnemucca, NV 89445

Customers who currently use the online payment system will be able to pay online at the Humboldt County online payment portal at the following link:

<https://client.pointandpay.net/web/humboldtcountytreasurer>.

Customers who use their Bank's bill pay service will need to make changes going forward to change the Payee information from Gold Country to the Humboldt County Treasurer, 50 West 5<sup>th</sup> Street, Winnemucca, NV 89445.

Customers who use an ACH payment method from their Bank will need to change the Payee information from Gold Country to the Humboldt County Treasurer, 50 West 5<sup>th</sup> Street, Winnemucca, NV 89445.

**For customer service (billing inquiries, turn on and off requests, other inquiries):**

Call Humboldt County Treasurer's Office (775) 623-6444

**For after hours water emergencies only:**

Call Humboldt County Dispatch (775) 623-6429

If you have questions, you can contact the Treasurer's Office (775) 623-6444.

Sincerely,



Dave Mendiola,  
Humboldt County Manager