

BANCROFT-CLOVER WATER & SANITATION DISTRICT

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July 2016 NEWSLETTER

Changes to Payment Options Coming

In the March 2016 newsletter we discussed upcoming changes to the Bancroft-Clover website and payment system. Our new website is now live and features an improved layout and more information on District activities.

Now we are working on our electronic payment system and we have some important news to share. Bancroft-Clover is partnering with Collector Solutions Inc. to roll out an improved electronic payment platform later this summer. In addition to being mobile device friendly, CSI's payment system will allow you to pay with an eCheck, schedule recurring payments as well as payments by phone with credit or debit cards.

Bancroft-Clover will also change the way credit card transaction fees are paid. When the new payment system is implemented, customers paying with a debit or credit card will pay the credit card processing fee in the form of a convenience fee. For web and mobile payments the fee will be \$2.25 with a \$400.00 cap per payment or 1.85% of the transaction if paid at the office kiosk.

If you do not want to pay the convenience fee on a credit card, the District will accept your cash, check, eCheck, and money order or ACH payment free of charge.

Water Quality

Over the last year, issues in cities like Flint, Michigan have focused attention on water quality and specifically lead in drinking water. Lead is a naturally occurring metal that was used in paints, plumbing and fixtures. Bancroft-Clover and our partners at Denver Water take water quality and safety very seriously. Lead is not present in the rivers, streams and reservoirs that supply your drinking water. In addition, lead is not present in drinking water as it leaves the treatment plant or the distribution system, which brings water to your property.

The most common source of lead in treated drinking water comes after the distribution main from lead service lines (the pipe which connects your home to our main in the street) and household plumbing fixtures or solder. If you have a lead service line, you have an increased risk of lead exposure.

Since the service line was installed by the home builder, Bancroft-Clover does not have records of your service lines material. Lead pipe was typically used in construction before the mid-1950s. If you would like to know your service line's material, contact a licensed plumber to have your service line material tested. To minimize risk of exposure, lead service lines should be replaced as quickly as possible.

Water Quality Continued

For more information on lead and minimizing your exposure can be found here:
<http://www.denverwater.org/WaterQuality/WaterSafety/LeadCopper/>

To find out more about how your water is tested and view the latest water quality report, go here:
<http://www.denverwater.org/WaterQuality/QualityReports/>

Save Time and Postage-Sign Up for the Automatic Payment Program!

Bancroft-Clover Water and Sanitation District's Automatic Payment Program can save the District's customers time paying bills and will prevent them from ever having a late fee! There is no charge for the program and customers even save on postage. A bill is sent to all District customers with detailed water use information. Customers will be advised of the specific date when the automatic payment will be deducted from their account. **If there are any questions on the monthly billing customers may call the District office prior to the payment.**

Reminder: the District does not take credit card or over the phone payments.

Thank you to the District customers that participate in the program!



AUTHORIZATION FOR DIRECT PAYMENT / AUTOMATIC BILL PAYMENT
Bancroft-Clover Water and Sanitation District

I (we) authorize the Company (Bancroft-Clover Water and Sanitation District) to initiate variable entries to my (our) account described below.

Financial Institutions Name _____

TO IMPLEMENT THE AUTOMATIC BILL PAYMENT, PLEASE COMPLETE THE INFORMATION FORM.
PLEASE ATTACH A VOIDED CHECK.

Signature _____

Print Full Name _____

Address _____

Telephone _____

Bancroft-Clover Water and Sanitation District Billing Account Number _____