

BANCROFT-CLOVER WATER & SANITATION DISTRICT

900 South Wadsworth Boulevard
Lakewood, Colorado 80226-4306
(303) 922-1113

www.Bancroft-Clover.com

January 2017 NEWSLETTER

2017 Rates Adopted

At its December 12, 2016 meeting, the Bancroft-Clover Water & Sanitation District Board adopted its 2017 water and sewer rates. The rates will go into effect on **February 28, 2017**, and will fund ongoing maintenance and replacement of system infrastructure and increasing costs from the District's service providers. Overall, water rates increased 2.5%, which was one half on one percent lower than the increase in our wholesale cost. Sewer rates increased 3% to cover the increased cost of wastewater processing. The adopted 2017 rates are on the back of this notice.

2017 Calendar of Board meetings

Board meetings are held on Monday nights at the District office located at 900 S. Wadsworth Blvd. Lakewood, CO 80226. Meetings are open to the public and begin at 6:00 p.m., unless otherwise noted.

The 2016 schedule is:

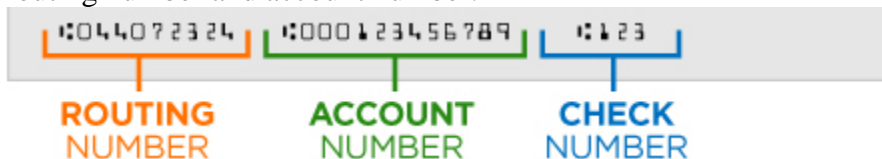
January 23 rd	February 27 th	March 20 th	April 17 th	May 15 th
June 19 th	July 17 th	August 21 st	September 18 th	October 16 th
November 6 th Budget Work Session			November 20 th Public Hearing for Budget	
December 11 th				

Customer Portal Upgrades

As part of our continuing effort to improve service and convenience to our customers, the District recently upgraded its customer portal. You can sign up to access the customer portal through the District website at www.bancroftclover.com. On the home page, click the "view or pay bill here" button and create an account. Once you have an account, you can view past bills, see your last 12 months of water use and pay your bill electronically. If you are signed up for paperless billing, you will need to create an account in order to see your billing statement.

Electronic Payment Processing

In October, the District's third party payment application was launched. By using a third-party processor, the District was able to integrate the payment system with our customer information system. This means that your payment shows on your account within seconds of it being posted. The new system allows you to pay with a credit or debit card or with an e-Check. An e-Check is an electronic version of a paper check, which is used to make payments online drawing on your checking account. To use an e-Check, you will need your routing number and account number.



Another change with the payment system is convenience charges for credit cards. Over the last year, the charges for credit card processing have increased dramatically. In light of these increases, the District elected to pass that cost directly to customers electing to pay via credit or debit cards. Credit and debit card transactions are charged a \$2.25 per transaction, with a \$400.00 transaction limit. Payments via cash, check, e-Check and ACH are still free of charge.