

BANCROFT-CLOVER WATER & SANITATION DISTRICT

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March 2016 NEWSLETTER

New 2016 Rates Effective

The 2016 water rates went into effect on February 28, 2016 and appear on your latest bill. The 2016 rate adjustment will fund ongoing system maintenance, replacement of system infrastructure and, increased costs from the District's service providers.

An example of the monthly bill impact for single family residential customers is shown below (includes service charge, water & sanitary sewer):

	2015	2016	Difference
Median winter use of 4,000 gallons per month	\$45.38	\$46.85	\$1.47
Median summer use of 13,000 gallons per month	\$91.51	\$94.15	\$2.64

Understanding Your Bill

We regularly receive telephone calls from customers with questions about their bill. This month we will use a hypothetical 2015 bill to illustrate various parts of your monthly bill.

Bancroft-Clover provides both water and sanitary sewer service to customers and these charges are summarized in the first two boxes.

WATER				SANITARY SEWER	
	Consumption	Rate	Cost	Sewer Flat	5.57
Tier 1	3	4.04	12.12	Sewer Cnsm	12.65
Tier 2	9	4.97	44.73		
Tier 3	18	6.37	114.66		
Tier 4	86	8.08	694.88		
	Service Charge		14.00		

Water charges consist of a service charge and tiered consumption blocks. The service charge is a flat rate, charged each month based on your meter size (our example is for a 1-inch meter). This fee is designed to recover the cost to operate and maintain the water system. The quantity of water you use each month is used to calculate your tiered consumption charge. The tiers are:

- Tier 1: 0 – 3,000 gallons
- Tier 2: 4,000 – 12,000 gallons
- Tier 3: 13,000 -30,000 gallons
- Tier 4: 31,000 gallons and greater

The District reads meters once a month, and bills in whole thousand gallon increments. For example, if your January meter reading is 3,900 gallons, you will be billed for 3,000 gallons at the end of January. When you use the next 100 gallons your meter reading will now be 4,000 and you will be billed for the additional 1,000 gallons. Your last meter reading, the date read, days in the billing cycle and last year's consumption appear in the Water Consumption Information box at the bottom of your bill.

Water Consumption Information in Thousand Gallon Units					
Meter Readings		Consumption		Consumption Last Year	
Current	Previous				
3801 08/13/15	3685 07/15/15	116	(29 days)	107	(29 days)

Sewer charges consist of a fixed flat charge and a volume charge. The flat fee is based on the water meter size and is designed to recover the cost to operate and maintain the sewer system. The sewer volume charge is based on your low winter average consumption. Low winter average is calculated using the period from mid-December to mid-February and establishes the baseline for indoor use. The low winter average is multiplied times sewer volume charge to get the monthly fee used throughout the year. Since the low winter average is calculated mathematically rather than observed like a water meter, it is rounded to the nearest whole thousand gallons.

If you have any questions regarding rates, tiers, water use or billing, please call the District office at 303-922-1113, email us at support@bancroftclover.com

Website and Payment Options to Change

Later this spring the Bancroft-Clover website will be getting a face lift. The new website will have a new layout, contain additional information, and be re-designed to make it easier to find what you are looking for. The current site will remain active until the new site goes live. The target for the website roll out is May of this year.

Along with a new and improved website, we are working to improve our web payment options. Our current web payment system uses older technology that no longer works well with web browsers like Google Chrome. This update will improve speed and ease of use for customers paying online. We anticipate rolling this out in mid to late summer.

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Automatic Payment Plan Sign Up Form

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 _____

