

March 2018 Newsletter

## **New 2018 Rates Are Now Effective**

The 2018 water rates went into effect on February 28, 2018 and appear on your latest bill.

In addition to the new 2018 rate, your annual sewer volume charge may have changed. Your annual sewer volume charge is based on your low winter average water use. Low winter water use is based on your January and February water use.

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

	<u>2017</u>	<u>2018</u>	<u>Difference</u>
Median winter use of 4,000 gallons per month	\$47.84	\$48.82	\$0.98
Median summer use of 13,000 gallons per month	\$96.71	\$98.25	\$1.54

In addition, the updated delinquent penalty fee goes into effect for bills calculated after February 28, 2018. The new delinquent penalty fee of \$7.00 is charged when all account charges are not paid within 5 days of the due date.

## **Water System Maintenance in Progress**

During the winter, lower water use causes the age of the water in our system to increase. In order to maintain water quality and freshness, District crews will flush parts of our system. System flushing usually occurs in areas where there are dead end waterlines, such as cul-de-sacs. If system flushing is taking place in your neighborhood, you may temporarily experience lower pressure. Flushing in an area generally takes less than one hour, and water pressure will return to normal once the flushing is complete.

As the weather begins to warm, District field crews will begin our annual hydrant inspection and maintenance program. Each year our field crews inspect each of over 1,000 fire hydrants to ensure they are in proper working condition in case of a fire at a home or business.

District crews will also be inspecting and operating valves throughout the system. Properly operating valves ensure we can isolate a segment of the water system in case of a broken pipe. This in turn helps minimize damage to property and water loss.

## Changes to Residential Rebates

Denver Water's residential water fixture rebate program will be changing this spring. Effective April 16, 2018 the following changes will occur:

- WaterSense labeled toilets (average 1.1 gallons per flush or less) will be reduced from \$150.00 per unit to \$100.00. In addition, the limit will now be two toilets per residence in a 10-year period.
- The rebate for WaterSense labeled smart irrigation controllers will be reduced to \$75.00.

If you are considering installing new toilets or an irrigation controller please be sure to submit your rebate application before the April 16, 2018 deadline. For more information visit Denver Water's rebate page here:

<https://www.denverwater.org/residential/rebates-and-conservation-tips/residential-rebates>

## 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 \_\_\_\_\_

**BCCWSD**