

May 2020 Newsletter

Bancroft-Clover's response to COVID 19

The emergence of COVID 19 has affected how all of us live and work. The Board and staff of Bancroft-Clover are committed to serving you, our customers and community through this trying time. In order to help protect the health and safety of our community and staff, we have changed many parts of our operations. Some of these changes are:

- Closing our administration building to walk in traffic. Payments can be made via the dropbox located at the building's main entrance, by US mail or by using our website www.bancroftclover.com. Our staff is still available by telephone during normal business hours M-F 7:00 a.m – 4:00 p.m. at 303-922-1113.
- Limiting non-essential service orders and increasing social distancing for site visits. Where practical we are responding to non-essential service calls via telephone or text. When you encounter our technicians in the field, please remember to give them adequate space to work safely
- Suspending water shut-off and delinquency fees for late payments until further notice. To help maintain safety and hygiene water and sewer service will continue, however the fees for service will not be waived. To help keep your balance manageable, please pay what you can.
- Increasing the use of remote meeting technology. We have been using remote technology limit travel and close personal contact during contractor meetings and public board meetings.

As always, if you are experiencing a water or sewer emergency contact our office or our on-call technician by calling 303-922-1113. After hours, please follow the prompts to reach our 24 hour on call technician.

Annual Summer Watering Rules In Effect May 1 – October 1

- Water during cooler times of the day — lawn watering is *not* allowed between
- 10 a.m. and 6 p.m.
- Water no more than three days per week.
- Do not allow water to pool in gutters, streets and alleys.
- Do not waste water by letting it spray on concrete and asphalt.
- Repair leaking sprinkler systems within 10 days.
- Do not irrigate while it is raining or during high winds.
- Use a hose nozzle with a shut-off valve when washing your car.

Lead Reduction Program

The Lead Reduction Plan began with increasing the pH of drinking water in March of this year. The next step will be verification of suspected lead service lines throughout the service area. In coming months, customers with a suspected lead service line will be receiving a letter from Denver Water and Bancroft-Clover describing the testing method which will be used to test for a lead service line. If you receive one of these letters, a box containing a water quality test kit will be delivered to you.

If you receive a test kit, please follow the instructions, and return the samples at your earliest convenience. There is no cost to you for the test or its pickup. Your cooperation is important so we can get an accurate inventory of lead service lines in our system.

For more information regarding this important effort, please visit:

<https://www.denverwater.org/your-water/water-quality/lead>.

