

November 2020 Newsletter

## NOTICE OF PROPOSED RATE INCREASE

NOTICE IS HEREBY GIVEN that pursuant to C.R.S. Section 32-1-1001(2), the Board of Directors of the Bancroft-Clover Water and Sanitation District may fix or increase fees, rates, tolls, penalties, or charges for domestic water or sanitary sewer services provided to the District's residents and property owners within or outside the boundaries of the District. Such action is being considered by the Board of Directors of the District at a regular meeting of the Board scheduled for 6:00 p.m. on Monday, December 14, 2020, at 900 South Wadsworth Boulevard, Lakewood, Colorado.

Dated October 26, 2020.  
BANCROFT-CLOVER WATER AND  
SANITATION DISTRICT

By: /s/ Del Smith  
Secretary

## COVID Response and Payment Options

We know some of our customers have faced financial hardships due to COVID-19 and we are here for you. Last month we began a phased resumption of normal collection activity. This activity includes the potential disconnection of service beginning in January 2021.

If you're struggling to pay your bill, please contact us at 303-922-1113 to arrange a payment arrangement. When you enter into a payment arrangement, your full balance due will be divided evenly over an agreed-upon time frame. You'll still be responsible for paying your monthly bill in addition to your agreed payment arrangement.

To help ensure continued the safety of customers and staff we have changed the way we operate. The administration building will remain closed to walk in traffic for the foreseeable future. Our staff remains available by phone (303-922-1113) or email ([support@bancroftclover.com](mailto:support@bancroftclover.com)) Monday through Friday, 7:00 a.m. to 4:00 p.m. You can also view your account balance, statements and past use or make a payment by accessing your account through our online portal at [www.bancroftclover.com/customer-sresources/view-and-pay-your-bill](http://www.bancroftclover.com/customer-sresources/view-and-pay-your-bill).

If you are interested in contactless billing or payment, we offer a number of options. You can sign up for electronic statements through your portal account by changing your bill setting to paperless, or by calling us at 303-922-1113 and asking for an electronic statement.

We offer contactless payment through the website portal or by using monthly ACH withdrawal. There is no charge to pay electronically through the website when using an e-check or a monthly ACH. An ACH sign up is included on the reverse of this form. A third party fee (\$2.25 fee) does apply to all credit card transactions through the website. If you are having trouble setting up electronic billing or payment, please call our office for assistance.

## **Don't forget to winterize**

With warm weather holding on into late October, many customers still have their irrigation systems charged. By winterizing outdoor water systems, you can avoid damage when freezing temperatures arrive.

When shutting down your sprinkler systems, open drain valves and the vacuum breakers. To ensure all standing water is removed from elbows and low spots, blow the system out with compressed air. If you are not familiar with this process, an irrigation service can do it for you for a nominal charge.

Protect hose bibs by disconnecting hoses after each use or when freezing temperatures are forecasted. If you have hose bibs on the north side of your house or other shady spots, you may consider installing an inexpensive insulated hose bib cover. Insulated bib covers can be found at most hardware and home improvement stores.

Don't forget to drain and disconnect evaporative swamp coolers. Evaporative coolers often have the water supply line connected inside the house or attic. If the line freezes and bursts, you can have water damage occur inside your home.

