

September 2020 Newsletter

Governor's Order Limiting Utility Disconnections Expected to Expire

In March, Governor Jared Polis, issued Executive Order D 2020 012 regarding the suspension of utility disconnections and accrual of late fees. The Order has been extended (now D20202 157) and is now expected to expire on September 8, 2020.

The resumption of late fees and disconnections was considered at the August 17, 2020 Board meeting. The Board of Bancroft Clover Water & Sanitation recognizes that COVID 19 has seriously impacted financial wellbeing of District residents. To balance the needs of our customers with the long-term financial health of the District, the Board authorized the following policy regarding late fees and disconnections:

Should the Governor's order expire as on September 8, 2020, assessment of late fees on past due balances will resume on October 6, 2020.

Disconnections will resume the third week of January 2021.

For customers who are unable to pay their outstanding balance by September 30, 2020, contact the District office about a payment arrangement.

Payment arrangement conditions are:

Charges for service assessed after September 30, 2020 must be paid by their due date.

Past due balances must be paid by December 31, 2020.

Accounts meeting the terms of their payment arrangement will not be assessed a late fee on past due balances.

If the terms of the arrangement are not met, late fees will be re-imposed, and the account will become eligible for disconnection.

If the Governor's order is extended past September 8, 2020, the District's dates for reinstatement of late fees and disconnections will be re-considered by the District Board.

If you have a past due balance, contact the District office at 303-922-1113 to set up a payment arrangement.

Water and sewer charges represent a perpetual lien against the property served and are not waived. If your bill is in arrears, we encourage you to pay what you can to keep the bill manageable.

Lead Reduction Plan Update

In September 2020, Denver Water will begin the next phase of the Lead Reduction Program. In this phase, residents of homes built between 1983 – 1987 will be receiving introduction letters. The letters will explain the elevated lead risk in these homes, and contain instructions for requesting a water quality test kit.

Lead Reduction Plan Continued

Homes built in this timeframe have a higher chance of having copper pipes with lead solder. Lead can leach into the home's drinking water and place bottle fed infants and children under the age of 24 months at higher risk. Homes which have infants or children under the age of 24 months and have a water quality test result showing a lead concentration greater than 3 parts per billion (ppb) will be offered a water filtering pitcher and replacement cartridges.

For more information regarding this important effort, please visit:

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

