

January 2021 Newsletter

COVID Response and Payment Options

The COVID 19 pandemic has had a massive impact on the personal and economic life of many of our friends, neighbors. Recognizing the scale and scope of this impact, the District suspended late fees and collections for unpaid bills. As the summer progressed, the unpaid balances grew larger. In September, we began communicating with customers who had fallen behind that collection efforts would resume in October. If you are a customer who is struggling to pay your bill due to the effects of the pandemic, please contact us as soon as possible. The District Board has authorized staff to make payment arrangements to help you catch up. We can be reached at 303-922-1113 Monday – Friday from 7:00 a.m. to 4:00 p.m.

When you enter a payment arrangement with us you will pay one fourth of the total amount due before the next turn off date. You can then pay the remainder of the balance in up to three monthly installments along with your regular monthly bill by the due date of each new bill.

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) 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.

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.

2021 Calendar of Board Meetings

Board meetings are held on Monday nights and begin at 6:00 p.m., unless otherwise noted. Due to the ongoing COVID-19 pandemic, meetings will be held via teleconference until further notice. Teleconference information will be posted on the District website prior to the meeting.

The 2021 schedule is:	January 25 th	February 22 nd	March 15 th	April 19 th
	May 17 th	June 21 st	July 19 th	August 16 th
	October 18 th	November 1 st	Budget Work Session	
	November 15 th	Budget Public Hearing		December 13 th

2021 Rates and Fees Adopted

At the District's December 14, 2020 meeting, the Bancroft-Clover Water & Sanitation District Board adopted its 2021 water and sewer rates. The rates will go into effect on bills after February 1, 2020.

In light of the ongoing COVID-19 pandemic, the rates adopted were below those set forth in last year's financial plan. The 2021 rates include a 1.5% increase to treated water costs, a 2.6% increase to sewer rates and drawing down District reserves by \$1.7 million.

The complete list of Rates, Fees and Charges and the adopted 2021 Budget can be accessed on the District website at www.bancroftclover.com.

2021 System Renewal Projects

In 2021 Bancroft Clover will continue replacing ageing portions of our water and sewer system. District contractors will be replacing mains in W. Ohio Ave. between S. Harlan St. and S. Sheridan Blvd., in W. Jewell Ave. between S. Carr St. and S. Wadsworth Blvd. and in W. Mississippi Ave. between S. Kipling Pkwy. and S. Johnson St.