

March 2021 Newsletter

## 2021 Rates Are Now Effective

The 2021 water and sewer rates went into effect and appear on your latest bill. In addition to the new 2021 rates, your annual sewer volume may have changed. Your annual sewer volume charge is based on your low winter average water use. The low winter average is based on water use in January and February of 2021.

An example of the monthly bill impact for an average single-family residential customer is shown below (includes service charge, water & sewer charges):

	<u>2020</u>	<u>2021</u>	<u>Difference</u>
Median winter use of 4,000 gallons per month	\$51.38	\$52.35	\$0.97
Median summer use of 13,000 gallons per month	\$102.78	\$104.50	\$1.72

## Coming Soon: New and Improved Online Payment Experience

We are excited to announce that Bancroft Clover is partnering with Invoice Cloud to bring you a better online payment experience. We will be rolling out this new service later this spring. The new payment system will be linked to our website with an easy-to-use online portal. The portal will allow you to make payments (with or without registering) and access your account. Additional features include:

- Go Paperless – get your bills via email
- Save time with automatic payment options:
  - AutoPay – automatically pay the invoice amount on the due date
  - Recurring Scheduled Payments – set up a schedule to pay a fixed amount or the invoice balance on a specific day of the month
- Receive email reminders when your bill is ready, when a scheduled payment is pending and a confirmation after making a payment
- Pay by Phone – check your account balance or make a payment 24/7
- Pay by Text – get text notifications about your bill and have the option to pay through text message with your default payment method

## Protecting Your Plumbing During Deep Freezes

Winter weather in Colorado can be wildly unpredictable. However, we can typically count on a week or so of sub-zero temperatures each winter. Sub-zero temperatures can cause serious damage to your homes plumbing. Fortunately, taking some simple, inexpensive steps can help.

At the end of fall, make sure to winterize your outdoor plumbing. Drain sprinkler systems, disconnect hoses from spigots and consider frost proof spigots or insulated covers for hose bibs. If you have an evaporative cooler, don't forget to disconnect and drain the water supply and install a cover on permanently mounted units.

To help protect your indoor plumbing during a deep freeze, open cabinets or other unheated spaces containing water lines when expecting prolonged sub-zero temperatures. You can also slightly open your faucet on a tub or sink along on an exterior wall. These lines are most prone to freezing and a slight flow overnight will keep the water moving and reduce the chances of freezing.

If you do have a line freeze and fix it yourself, low and slow are the keys. Use low heat over a prolonged period such as a hair dryer, lightbulb, heating pad or heat tape to thaw the line. If you have a line crack or burst, locate your homes shutoff valve and turn off the water and contact your plumber. The shut off valve is typically located along the foundation wall facing the street.

If you cannot get the water turned off or have a leaking meter call us a 303-922-1113 for assistance.

## Automatic Payment Plan Sign Up Form

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