

SERVICE POLICY LETTER – EFFECTIVE JUNE 21, 2017
SECURITY WATER AND SANITATION DISTRICTS/ENTERPRISES
231 SECURITY BLVD. * COLORADO SPRINGS, CO 80911 * 392-3475

WATER

Residential Service Charge \$14.46 for 3/4” – \$18.54 for 1” meters – Higher service charges apply to larger meter sizes

Volume Charge	0-5000 gals	5001-15000 gals	15001-25000 gals	25001 + gals
	\$3.15 / 1000 gals	\$3.94 / 1000 gals	\$4.93 / 1000 gals	\$7.40 / 1000 gals

Commercial Service Charge \$15.46 for 3/4”, \$19.54 for 1” – Higher service charges apply to larger meter sizes

Volume Charge	0-25000 gals	25001-50000 gals	50001 + gals
	\$3.84 / 1000 gals	\$3.84 / 1000 gals	\$3.84 / 1000 gals

Commercial Irrigation Service Charge \$15.46 for 3/4”, \$19.54 for 1” – Higher service charges apply to larger meter sizes

Volume Charge \$4.85 / 1000 gallons

SEWER

Residential: \$6.50 Service Charge plus \$6.24 Volume Charge per 1000 gals of averaged water use during Dec, Jan, & Feb (approximately November 19th through February 19th)

NEW CUSTOMERS

\$34.58 per month sewer charge (based on 4500 gals x \$6.24 volume charge per 1000 gals + \$6.50 base charge)

In March of the next year the sewer charge will be recalculated from December, January, and February usage

Commercial: \$6.50 Service Charge plus \$6.24 Volume Charge per 1000 gallons of actual monthly water usage

****Irrigation accounts may be set up without incurring sewer charges by purchasing and paying to install a separate irrigation meter****

1. Monthly bills for water and sewer are due on the 24th of every month. If the bill is not paid by 8:00 a.m. on the 25th day of the month, a \$10.00 administrative fee will be assessed and added to the next billing. There shall be only one administrative fee charged per billing. If the entire water bill is not paid by 8:00 a.m. on the 25th day of the following month, another \$10.00 administrative fee will be added to that month's billing. A shut-off notice is sent to all customers whose unpaid balance is for 90 days or more of service and the notice will state when turnoff is scheduled. **The shut-off date overrides the regular due date of the 24th.** If service is shut off, the total amount owing **PLUS** a \$24.00 reconnect fee will be collected before water service is resumed as recovery of the Districts' costs of collection. Tenants will need to have the owner/landlord's ok to have an extension granted. Any extension of the shut-off date is in the sole discretion of the District Manager or their designate.
2. Online payments using credit or debit cards are accepted; just go to our website at www.securitywsd.com and follow the link. A \$2.50 convenience fee will be charged by the payment service provider.
3. All charges for service are against the property and the owner and/or tenant of the property is responsible for arrangement for payment of these charges. Such charges shall constitute a perpetual and continuing lien upon such property until such charges have been paid in full. (C.R.S. 32-1-1001(j)). It is very important that each new occupant sign for service in order to keep our records accurate. The account holder must request a final, once requested, a final reading will be taken and the water turned off. Service will not be reinstated until the account has been paid in full in cash, credit/debit card or certified funds, not a personal check. All prorating is between owners, property managers, renters, etc., and not the Districts.
4. All meters must be located so as to allow free and non-hazardous access at reasonable times for reading, removal, inspection and replacement. The meter will measure the entire supply of water to the premises. If the meter needs to be replaced due to negligence, such as freezing, damage, or theft, the owner will be charged for the replacement of that meter plus labor. Backflow devices must be accessible by District personnel for purposes of inspections and cross-connection surveys.
5. Metered water users who violate the irrigation regulations or waste water will be issued a written notice of violation. A water user who receives two or more notices of violation within a twelve-month period shall pay a \$50.00 charge for each violation after the first one. If the \$50.00 charge is not paid within ten (10) days after the written notice is given, the service will be discontinued until the charge is paid. A \$24.00 reconnect fee will be collected before water service is resumed.
6. A \$40.00 fee shall be charged for any returned/declined payments. This charge will be assessed, plus any other charge that the District incurs for handling the returned/declined item.
7. When hard material such as concrete is placed over the Security Water lines, water meters or curb stops, the cost of removal shall be passed onto the property owner. Refer to "Chapter 4 – Security Water District Regulations, "Service Lines". The cost of moving vehicles to gain access shall be charged to the owner.
8. In the event that a user disputes the accuracy or amount of a billing, the user shall notify the District of the nature and details of the dispute, within thirty (30) calendar days of receipt of the billing in dispute. Any failure to provide a notice of dispute within a timely manner may be considered waived at the District's discretion. Assuming a dispute is brought in a timely manner, the dispute will first be addressed by the District's staff members in an effort to resolve the issue in an expedient manner. If the District's staff cannot resolve the dispute, the matter shall be referred to the District Manager upon written request by the user. If the District Manager cannot resolve the dispute, it shall then be referred to the Boards of Directors, upon written request by the user, to be heard as an agenda item at the next regularly scheduled Board meeting. The customer shall be notified of the Board meeting and allowed an opportunity to briefly present their position on the disputed bill to the Board. The determination by the Board of the accuracy and amount of the billing will be final.
9. In the event any user violates any of the rules and/or regulations of the Districts, the Boards of Directors, in addition to all other legal remedies available to them, may order the user disconnected from the water and sanitation systems.

10. The Districts specifically reserve the right to use any and all available means to collect any delinquent amounts owed to the Districts. This may include, but is not limited to, certifying the delinquent amounts to the county treasurer and collecting said amounts as taxes, pursuant to C.R.S. 32-1-1101(1)(e). The District may also pursue collection efforts against the user or property owner for any delinquent water or sewer charges due. In addition to all bills due, the Districts shall also be due and entitled to recovery of all costs of collection so incurred including, without limitation, court costs, filing fees and attorneys' fees and costs. All such amounts shall be considered as a charge of the Districts and shall constitute a perpetual lien on and against the property served.
11. Refunds will not be made; however, in certain circumstances, a credit may be given. It is suggested that, when closing on the sale or purchase of a home, all charges for water and sewer be settled at the closing.
12. The Districts may charge interest on amounts due at the annual percentage rate of twelve percent per annum for the time outstanding; however no interest shall be charged on a delinquency charge.

The above rates, rules, and regulations are those in effect on June 21, 2017 and the Board of Directors may change these rates and regulations from time to time. A tampering fee of up to \$500.00 may be levied to persons tampering with district equipment.

SECURITY WATER OUTDOOR WATERING RESTRICTIONS

April 1, 2017 to October 1, 2017



READ THIS AND SAVE FOR FUTURE REFERENCE

We are asking for our customers to follow voluntary watering restrictions from April 1, 2017 to October 1, 2017. While these rules are voluntary, it will be critical that all customers cooperate to ensure we have adequate water to meet our high demand water months.

From April 1, 2017 through October 1, 2017, we are asking all customers to:

- Water no more than three times per week.
- **Please follow this simple watering schedule.** Homes/businesses with addresses ending in **even** numbers may water on Monday, Wednesday and Saturdays. Homes/businesses with addresses ending in **odd** numbers may water on Tuesday, Thursday and Sunday. All customers should avoid watering on Fridays.

MON	TUES	WED	THUR	FRI	SAT	SUN
EVEN	ODD	EVEN	ODD	NO WATERING	EVEN	ODD

Use only the water you need. Conserve water both indoors and outdoors. More than 50 percent of water use goes to water yards.

WATER CONSERVATION TIPS



OUTDOOR CONSERVATION TIPS	INDOOR CONSERVATION TIPS
Water during the cooler times of the day – do not water your lawn between 10 a.m. and 6 p.m. Avoid over-watering.	Always wash full loads in the clothes washer and dish washer.
Do not allow water to pool in gutters, streets and alleys.	Shortening a shower by only 1-2 minutes saves up to 700 gallons per year.
Do not waste water by letting it spray on concrete and asphalt.	A WaterSense labeled showerhead can reduce the average family's annual water use by 2,900 gallons and saves more than \$70 per year in energy and water costs.
Repair leaking sprinkler systems immediately.	To check for toilet leaks, add a couple drops of food color to back tank. If color appears in the bowl, you have a leak.
Do not irrigate while it is raining or during high winds.	Replace washers in dripping faucets. One drop per second wastes 2,700 gallons of water per year.
Use a hose nozzle to shut-off valve when washing your car or use a commercial car wash. There are many easy ways to conserve water both indoors and outdoors.	Using the compost bin or garbage to dispose of food rather than the garbage disposal can save 50 to 150 gallons per month.

Saving water helps ensure we have an adequate water supply for our customers and saves you money on your water bill. Here are some simple tips of how to conserve water both inside and outside the home. Our water is precious. Live Like You Love It!

For more simple tips, visit the Security Water Facebook page, our website www.securitywsd.com or www.LoveColoradoWater.org.