

SERVICE POLICY LETTER – EFFECTIVE FEBRUARY 16, 2024
SECURITY WATER AND SANITATION DISTRICTS/ENTERPRISES
231 SECURITY BLVD. * COLORADO SPRINGS, CO 80911 * 719-392-3475

WATER

Residential Service Charge \$22.66 for 3/4” meter – \$29.05 for 1” meter – Higher service charges apply to larger meter sizes
Volume Charge

0-5,000 gals	5,001-15,000 gals	15,001-25,000 gals	25,001 + gals
\$4.94/ 1,000 gals	\$6.17 / 1,000 gals	\$7.72/ 1,000 gals	\$11.59 / 1,000 gals

Commercial Service Charge \$24.22 for 3/4” meter - \$30.62 for 1” meter – Higher service charges apply to larger meter sizes
Volume Charge \$6.02 / 1,000 gallons

Commercial Irrigation Service Charge \$24.22 for 3/4” meter, \$30.62 for 1” meter – Higher service charges apply to larger meter sizes
Volume Charge \$7.60 / 1,000 gallons

SEWER

Residential: \$10.68 Service Charge plus \$9.78 Volume Charge per 1,000 gals of averaged water use during Dec, Jan, & Feb
(approximately November 17th through February 17th)

NEW CUSTOMERS

\$47.84 per month sewer charge (based on 3,800 gals x \$9.78 volume charge per 1,000 gals + \$10.68 base charge)
Beginning with the April bill of each year, the sewer charge will be recalculated based on the previous December, January, and February water usage.

Commercial: \$10.68 Service Charge plus \$9.78 Volume Charge per 1,000 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 \$13.00 administrative fee will be assessed and added to the next billing. A shut-off notice will be 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 \$33.00 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 view/pay your bill link. A \$2.60 convenience fee will be charged by the payment service provider.
3. The Districts also offers an Auto-Pay option, just go to our website at www.securitywsd.com and sign up to view/pay your bill. Once you have signed into your account, go to the ‘Payment & Billing’ section and click on auto-pay option and fill out the information. Note that payments will be withdrawn from your account on the 24th of each month, or the first business day following the 24th.
4. 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.
5. 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.
6. 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 violation. 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. Also, a \$33.00 reconnect fee will be collected before water service is resumed.
7. A \$48.00 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.
8. 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 user. Refer to “Chapter 4 – Security Water District Regulations, “Service Lines”. The cost of moving vehicles to gain access shall be charged to the user.
9. 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 mailing 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 user 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.
10. 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.

- 11.** 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.
- 12.** 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.
- 13.** 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 effective February 16, 2024 and the Board of Directors may change these rates and regulations from time to time. A tampering fee of \$500.00 may be levied to persons tampering with district equipment.

