

FEBRUARY, 2012

Volume 14, Issue 1

Your Annual Service Fee Bill is Enclosed

The District bills its annual service fees to all of its customers in February. The District's service fees cover the costs to operate and maintain, in accordance with EPA guidelines, over 22 miles of sewer and underdrain mains, sewer lift stations and metering stations.

UNDERDRAIN FEES

The District's underdrain service fee for 2012 is \$81.35. This fee covers the District's annual costs of maintaining the underdrain system and monitoring the water quality for contamination at various underdrain discharge points in the District. The fee also funds capital projects and the district's capital replacement reserves, as needed.

The fee increase this year is mainly due to the need for a more aggressive underdrain cleaning program and to fund the replacement of several damaged underdrain mains. The District's underdrain maintenance program includes an inspection of one sixth of the District's underdrain mains with a TV camera each year. Through this program the District identified large deposits of calcium carbonate in the underdrains that were blocking flows in the system.

A photo showing one of the large deposits of the calcium carbonate removed from an underdrain main is shown below. The District used a large portion of its emergency reserves this past year to remove calcium deposits found in the system. Through exhaustive research and several trial cleaning methods, the District developed a cleaning program that it is implementing in 2012 to prevent the large deposits from forming.



SEWER FEES

The District's minimum **Residential** sewer service fee for 2012 is \$75 for customers whose average annual water usage is at or below 68,740 gallons. The District uses the three lowest monthly water meter readings obtained from the Denver Water Department to calculate a customer's average annual water usage. These readings generally occur in the winter months when lawns are not being watered so irrigation water, which does not flow into the District's sewer system, is excluded.

Customers whose average annual water usage is above the District's 68,740 gallon average will be charged an additional fee of \$2.20 per 1,000 gallons over the district average. **The Board of Directors encourages these customers to implement better water conservation efforts in their homes.**

The **Non-Residential** sewer rate for 2012 is \$1.70 per 1,000 gallons. Non-residential customers are charged an annual sewer service fee using their annual water usage volume. Their water usage is determined using the Denver Water meter readings for the twelve months preceding the District's annual budget review in October. These readings are added together and multiplied by the District's annual sewer rate per 1,000 gallons to determine the annual fee. A \$150 minimum charge has been established for all non-residential customers.

Non-residential customers are given an irrigation allowance for turf grass and other irrigation. Details on the allowance and forms to request the allowance can be found on the District's website at www.grantwaterandsan.org. Click on the button for Rules & Regulations and go to Exhibit P. Feel free to call the District's management office if you need help filling out the form.

Customers with oil/sand or oil/grease removal systems will also be charged a Grease Trap Inspection fee of \$50 per inspection to cover the District's inspection costs.

About the Board

The District is governed by a five member Board of Directors who are homeowners in the District. The current board members are listed below.

Bill Combs, <i>Chairman</i>	Term Expires 2012
Skip Van Valkenburgh, <i>Treasurer</i>	Term Expires 2014
Michael Mulholland	Term Expires 2012
Dennis Ridgeway	Term Expires 2012
Steven Crane	Term Expires 2012

Delinquent Accounts

Please note that a **\$5 Delinquent Processing Fee** will be charged to all accounts that are not paid within 30 days from the invoice date. Accounts that remain unpaid 60 days after the invoice date will be charged an additional **\$5 Delinquent Processing Fee**. Accounts that are still unpaid 75 days after the invoice date will be charged a **\$35 Certified Mail Fee**. A delinquent statement will be mailed to the premises via certified mail informing the customer that the District will begin water shut-off procedures if the account is not paid in full immediately. If a customer's account remains unpaid 90 days after the invoice date, the account will be charged a **\$30 Posting Fee**. The District will post notices on customers' doors notifying them that their account must be paid within 5 days or their water service will be discontinued. If water service is discontinued, the customer will be charged an additional **\$50 Water Shut Off Fee**. In order for a customer's water service to be restored they must pay their account in full which will include an additional **\$50 Water Turn On Fee**. In lieu of turning off a customer's water the District may file a lien on the property and charge the customer a **\$250 Lien Filing Fee**. A public hearing will be held by the District's Board to consider a customer's delinquent account before filing a tax lien with the County for collection.

Do You Pay Your Bills Online?

If you pay the District's invoice online through your bank, please make sure you allow time for the bank to mail the District a check. The District is not able to accept electronic funds so your bank must cut a physical check for the payment. Although funds for the District's payment may be deducted from your account when the check is generated, this does not guarantee that the District has received the bank's check. There is often a three to four day lag until we receive their check.

District Management Information

Simonson & Associates, Inc.

2922 Evergreen Parkway, Suite 320
Evergreen, Colorado 80439-7915
Ph: 303-674-3379, ext. 200
Fx: 303-674-3380
www.grantwaterandsan.org

Customer Service Hours:

9:00 a.m. to 5:00 p.m. M - F

24 Hour Emergency Calls:

C&L Water Solutions, Inc.
Ph: 303-791-2521

Board Meetings

Board meetings are held at the Raccoon Creek Golf Course Restaurant located at 7301 W. Bowles Avenue, Littleton, Colorado. All meetings are open to the Public. The 2012 meeting schedule is listed below. The agenda for the monthly board meeting is posted on the District's website:

www.grantwaterandsan.org

January 18, 2012 at 9:00 a.m.
February 15, 2012 at 9:00 a.m.
March 21, 2012 at 9:00 a.m.
April 18, 2012 at 9:00 a.m.
May 16, 2012 at 9:00 a.m.
June 20, 2012 at 9:00 a.m.
July 18, 2012 at 9:00 a.m.
August 15, 2012 at 9:00 a.m.
September 19, 2012 at 9:00 a.m.
October 17, 2012 at 9:00 a.m.
November 21, 2012 at 9:00 a.m.
December 19, 2012 at 9:00 a.m.

Moving?

If you plan on moving, please have your title company contact the District's management office at 303.674.3379, ext. 200. They will need to transfer your account into the new buyer's name and make arrangements for payment of the District's \$45 Transfer Fee. The title company will also need to contact the Denver Water Department at 303.893.2444.

IMPORTANT INFORMATION

FOR DISTRICT EMERGENCIES ONLY: Call the District's Maintenance Contractor, **C&L Water Solutions, Inc.**, at **303-791-2521**.

For questions about your **service fees**, please call:
For questions about your **sewage treatment** bill, please call:
For questions about your **water service** and/or your water bill, please call:
For questions about your **stormwater** drainage bill, please call:

Simonson & Associates, Inc.	303-674-3379
City of Littleton	303-795-3700
Denver Water Board	303-893-2444
Denver Wastewater Mgmt or Lakewood Stormwater Utility	303-446-3500 303-986-7615