

FEBRUARY, 2018

Volume 20, Issue 1

Please visit the District website at www.grantwaterandsan.org for current news and construction information happening in the District!

UNDERDRAIN FEES

For those customers new to the District, you may not be aware of the importance of the District's underdrain system and why you are being charged the underdrain fee. The Grant Ranch is an area with expansive soils and high ground water. The District's underdrain system exists to carry this ground water to a safe surface discharge location away from homeowners' foundations. This fee covers the District's annual costs of maintaining the underdrain system. The fee also funds capital projects and capital replacement reserves, as needed. In the past the District has had to increase its underdrain fee to fund the removal of large deposits of calcium carbonate that were found blocking flows in the underdrain system.

The District board is pleased to report that the calcium deposit remediation process is almost complete. Based on this, the District is again reducing the underdrain fee for a single family home for 2018 to \$103, down from last year's rate of \$107.

SEWER FEES

The District's minimum **Single Family Residential** annual sewer fee will increase from \$181.50 to \$186.00 for 2018. The **Multi-Family Residential** annual sewer fee will increase from \$104.30 per unit to \$106.00 per unit for 2018.

Single family customers whose average annual water usage is above the District's 2018 average of 61,696 gallons will be charged an additional fee of \$2.20 per 1,000 gallons above the average. 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. **The Board of Directors encourages customers whose usage is above the district average to consider additional water conservation efforts in their homes.**

The **Non-Residential** sewer rate for 2018 is also increasing slightly from \$2.67 to \$2.70 per 1,000 gallons. Non-residential customers are charged an annual sewer service fee using their annual water usage volume multiplied by the non-residential sewer rate. A minimum charge of \$289.00 has been set 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.

Can't Pay Your Bill on Time?

The District understands that for some customers its annual bill is a large amount to pay all at once. The District is implementing a new payment process to help those customers that may not be able to pay the invoice in full by the normal 30 day due date. Customers will now have the option to pay half of the invoice within the first 30 days and the second half of the invoice within the next 30 days without incurring late charges.

Customers who do not pay at least half of their bill within the first 30 days will be subject to a **\$5 late fee**. Any customer account that is not paid in full within 60 days after the invoice date will be charged a **\$20 Delinquent Processing Fee**. Additional fees for accounts past due more than 60 days are described on the back of this newsletter.

The District also accepts payments from customers who wish to pre-pay their bill. Some customers make monthly estimated payments based on the prior year's bill. When the next year's bill is issued, the balance due is usually minimal. After you pay the 2018 invoice in full you could begin making monthly payments that would be applied to your account for next year's invoice. Many banks offer recurring payments to be made through online bill pay which would make this option even easier. Please be sure to include your account number or address so that your payment is applied to the correct account and note the District's new mailing address.

Delinquent Accounts

If you are unable to pay at least half your bill by its due date, a ***\$5 Delinquent Processing Fee*** will be charged within 30 days from the invoice date. Accounts that have a balance remaining 60 days after the invoice date will be charged an additional ***\$20 Delinquent Processing Fee***.

Accounts that are still unpaid 75 days after the invoice date will be charged a ***\$50 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 date of the invoice, the account will be charged a ***\$80 Posting Fee***. The District will post notices on customers' front doors notifying them that their account must be paid within 5 days or their water service will be discontinued.

After 5 days, an additional ***\$50.00 Water Shut Off Fee*** will be charged. If a customer's water service is shut off, they must pay their account in full, including the District's ***\$50.00 Water Turn On Fee*** before water service will be restored. Denver Water may also charge customers their own disconnect and reconnect fees. Customers with past due balances for more than 160 days will also have a tax lien filed on their property.

District Management Information

Simonson & Associates, Inc.

Office location:
2922 Evergreen Parkway, Suite 320
Evergreen, Colorado 80439-7915

Mailing address:
P.O. Box 1239
Evergreen, Colorado 80437

Phone: 303-674-3379, ext. 200
Fax: 303-674-3380
districtmanager@grantwaterandsan.org
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.
Phone: 303-791-2521

Do You Rent Your Home?

Even though a homeowner may rent their property, ultimately they are responsible for payment of the District's bills. It is important that the homeowner and tenant have a clear understanding of who is paying the District's bills and this has been communicated to the District. Please be sure we have your tenant's information as well as the homeowner information and you have provided us the correct billing address. The District will not waive late fees incurred as a result of the bill being sent to an incorrect address or because of any misunderstanding between the owner and tenant of who is responsible for the bill.

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 2018 meeting schedule is listed below. The agenda for the monthly board meeting is posted on the District's website.

January 17, 2018 at 9:00 a.m.
February 21, 2018 at 9:00 a.m.
March 21, 2018 at 9:00 a.m.
April 18, 2018 at 9:00 a.m.
May 16, 2018 at 9:00 a.m.
June 20, 2018 at 9:00 a.m.
July 18, 2018 at 9:00 a.m.
August 15, 2018 at 9:00 a.m.
September 19, 2018 at 9:00 a.m.
October 17, 2018 at 9:00 a.m.
November 21, 2018 at 9:00 a.m.
December 19, 2018 at 9:00 a.m.

Contractor Licensing

The District requires contractors to be registered and licensed with the District before they can do any work in the District. If you are having a repair done to your sewer line that involves the tap onto the District's main, please tell your contractor they need to contact the District to complete the appropriate paperwork. The District requires 48 hours notice to schedule an inspection of the tap. **Please Note:** The tap inspection fee is \$500. This fee covers a video inspection of the tap repair, which will be done by the District towards the end of the one year warranty period that your contractor should provide.

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 303-987-7615