

MOUNTAIN WATER AND SANITATION DISTRICT
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303-838-1800 mwsd@mtwaterandsan.com www.mtwaterandsan.com

NEWCOMER'S LETTER

WELCOME TO THE MOUNTAIN WATER AND SANITATION DISTRICT.

We hope you will take time to read this letter. Its purpose is to provide you with the information you will want to know about your water and sewer district.

The Mountain Water and Sanitation District is a Special District organized under Colorado laws. It has the authority to levy and collect taxes and to impose other charges for services. The District is located in Jefferson County and includes all of the Kings Valley subdivision.

Unlike the township form of government found in other states, the District is only concerned with providing water and sewer service; other municipal or governmental functions, such as police and fire protection, road construction and repair, etc., are provided by other special districts or by the County.

Water is supplied by wells and distributed through water mains beneath the road surfaces. Individual homes are tapped into the system by their own service lines from the water mains to the homes. The water wells and mains are owned by and maintained by the District. The service lines to each house are owned by and serviced and maintained by the homeowners.

Board of Directors

The District is governed by a Board of Directors composed of five members who are elected by the residents of the District. Elections are held every two years by mail ballot or at a designated polling place within the District.

Meetings

The Board of Directors meet on the first and third Tuesdays of each month at 7:00 p.m. at the District's office, 12365 Highway 285, located behind the sewage treatment plant.

District Employees

The District employs (2) Operators, an ORC and a Customer Service Representative. Consultants retained by the District include a legal firm specializing in the activities of special districts, an engineering firm to aid in major improvement projects and on-going maintenance, and a Certified Public Accountant to assist with budgets and audits, and a bookkeeper to do bi-monthly accounts payable and payroll.

Rules and Regulations

The Rules and Regulations of the Mountain Water and Sanitation District, as well as the minutes of the meetings of the Board of Directors, are available for your review at the District office or on the website. It is advisable to be familiar with the Rules and Regulations of the District because infractions of the Rules and Regulations are cause for discontinuance of your water service. Minutes and information about the District can be obtained on the district website at mtwaterandsan.com. If you wish to obtain your own copy of the Rules and Regulations, you may do so by calling or writing the District office. There is a charge of \$13.00 to cover copy costs.

District water is for indoor, household use only. The use of water for watering lawns or large gardens or for washing cars, etc. is strictly prohibited by Colorado Law.

Billings

Water and sewer charges are based upon a per-gallon usage. Properties that show zero water usage are charged a monthly flat rate of \$54.23 (\$27.66 for water, \$26.57 for sewer). The average usage in Kings Valley has been 110 gallons per day; the average water/sewer charge has been approximately \$150.00. There is a \$30.00 per month charge for Availability of Service lots, which are vacant lots that have water and sewer mains within 100 feet of the property line. The payment cycle ends on the 25th of each month and a late penalty is added to bills not paid after that date. Any transfer of service incurs a cost of a \$50.00 transfer fee that will be charged to the resident who was previously responsible for payment of the bill. The district offers electronic billing and debit/credit card and ACH auto pay on the website at mtwaterandsan.com; you will have to sign up on the home page with the BILL PAYMENT option. We also accept payment by check, money order or cash. Payments can be sent by mail, dropped off at the office when customer service is available or a locked drive-up DROP BOX mailbox is supplied at the end of the driveway to the office on the 285 frontage road.

General

Living in a mountain community sometimes presents water problems not experienced by city dwellers. Altitude within the District ranges from approximately 8400 feet to over 9400 feet. Severe cold can cause service lines and pipes to freeze and burst. Consequently, your water service could, at some time, be temporarily interrupted while repairs are being made.

The District's water supply is currently treated only with chlorine for disinfection purposes. Both State and County agencies test and monitor our drinking water on a monthly basis.

Water Meters

The District uses a Meter Endpoint system that reads your actual water usage for monthly billing. The District recommends that you sign up for Eye-On-Water at <https://eyeonwater.com/signup> to be able to monitor your water consumption. The homeowner will be responsible for paying any additional usage fees based on the inside meter reading.

How You Can Help:

1. Please give the District office at least 48 hours notice of any turn off/on requests or any other requests for inspection or service.
2. Always notify the District of any change of address, email or phone or if you are selling/renting for a Final reading to transfer service.
3. If you rent or lease your home, please inform the District of the name, email address and phone number of your tenant.
4. Please notify the District office and/or a neighbor if you are going to be out of town and your home will be vacant. This is most important during the winter months because of the possibility of freezing pipes and a break that could cause loss of water service to your neighbors as well as the loss of thousands of gallons of water to the District. In addition, severe damage to your home could result due to flooding.
5. In the event you are informed that the District suspects that there is a break in the water lines and you are aware of any homes that are vacant, it is vitally important that you inform the District office so

these homes can be checked for a break.

Freezing Weather Precautions

1. It shall be the responsibility of each customer connected with the District's water system to insure that his or her plumbing is properly constructed, insulated and heated in such a manner as necessary to prevent freezing and breaking of such plumbing which might damage the District's system.
2. It shall be the responsibility of each customer to notify the District office in a timely manner if a leak or break in that customer's service line or plumbing occurs and to shut off or cause to be shut off water service until such leak or break is repaired.
3. In the event that a customer does not so notify the District office and a leak or break in the customer's service line or plumbing results in freezing or other damage to the District's system, that customer shall pay the cost of all water loss and materials and labor required to restore the District's system to its condition prior to the break. These costs shall be charged in addition to all other fees and charges by the District.

To Help You Understand Some Basics of Your Water System

A good first step in settling into the District is to find out where the main elements of your water system are; write down where the curb stop box cap, thaw wire end, in-house shutoff valve and pressure reducing valve (PRV) are in your house. Post this information for later reference by you, a tenant, or a future owner. If you can't find any of the elements in your system, call the District at 303-838-1800 to set up an appointment and the field operator will come around to help you out, especially if the curb stop box seems to have disappeared. Each homeowner is responsible for maintaining an operable curb stop box. The District cannot do any modifications or repairs; either you or a plumber will need to do those. A plumber can also test the electrical continuity of your thaw wire and pipe. Check plumbing inside the house too, looking for exposed pipes in cold spots that could require insulation or heat tape. It's best to do this before a cold snap finds a spot to freeze. **ONLY A LICENSED OPERATOR WITH MOUNTAIN WATER AND SANITATION DISTRICT IS ALLOWED TO ACCESS AND TURN ON/TURN OFF THE WATER AT THE OUTSIDE CURB STOP BOX.**

Sanitation Service

Sanitation service is also supplied through sewer mains beneath the road surfaces. Individual homes are tapped into the system by their own service lines from the mains to the home. These mains are also owned and maintained by the District. The service lines to each house are owned by and serviced and maintained by the homeowners. We ask that each individual use good judgment on what is discharged into the sewer system. Harsh chemicals, paints and thinners, pesticides, automobile oil, combustible products and similar caustics will interfere with the treatment process, which will endanger your District's State Permit, and is against the law. Heavy amounts of discharged cooking grease can jeopardize the efficiency of your sewer service line as it hardens and can clog the pipes.

Please call the District Office if you have any questions. Office hours are 9:00 to 2:00, Monday through Friday; with a small staff sometimes field work is required and the office has to be closed during these activities. Thank you for your patience and understanding if we are not readily available.