



Arapahoe County Water & Wastewater Authority  
7135 S. Tucson Way, Centennial, CO 80112  
303-790-4830 | [acwwa.com](http://acwwa.com)



**Emergency On-Call: 303-886-2059**

**acwwa.com**

[billpay@acwwa.com](mailto:billpay@acwwa.com)

Office Hours: 8:00 am to 4:30 pm Monday through Friday, excluding Holidays

# Welcome New Customer!

Account Number: \_\_\_\_\_

On behalf of the Board of Directors and the staff of Arapahoe County Water and Wastewater Authority (ACWWA), we would like to extend a warm welcome. We hope that you find our community a great place to live.

To help you get acquainted with the area, we have this Welcome Packet for you and your family.

We hope you enjoy your home. If we can be of service to you, contact us either in person at 7135 S. Tucson Way, Centennial, CO., or call us at (303) 790-4830.

## ACWWA Water

ACWWA, pronounced Aqua (äkwə), provides drinking water and wastewater services to the people living and working within its service area. The ACWWA Flow Project is a water supply project that has begun to serve the ACWWA service area and is currently supplying about sixty-eight percent (68%) of ACWWA's total water supply. Upon completion, an annual average delivery of 4,400 acre-feet of water will be available to supplement current water supplies, which include deep groundwater wells and shallow alluvial wells along Cherry Creek.

## History of ACWWA

In November 1995, the voters in the Arapahoe Water and Sanitation District (AWSD) voted to dissolve the AWSD for all purposes except to establish an annual mill levy sufficient to pay for the district's outstanding general obligation bonds. The final dissolution of AWSD was approved by a court order dated March 4, 1996, and AWSD transferred all its water and sewer operations and properties to ACWWA.

Steve Witter, previously serving as ACWWA's Water Resources and Engineering Manager, was appointed General Manager of ACWWA in February 2015. The General Manager is the chief executive officer and administrative head of ACWWA. The General Manager's responsibilities include implementing policies set by the Governing Board, overseeing overall executive management, and leading ACWWA toward the successful accomplishment of its mission.

In 2001, the voters in the ACWWA service area approved the creation of the Public Improvement District (PID) and the issuance of up to \$165 million in general obligation bonds to be repaid through an annual mill levy. The PID is authorized to use bond proceeds to finance the construction of facilities to be managed by ACWWA to provide water, wastewater, and limited stormwater services.

The ACWWA Board of Directors meets regularly on the 2<sup>nd</sup> Wednesday of every month at 9:00 a.m. in the Arapahoe Room of the ACWWA Administration Office, 7135 S. Tucson Way, Centennial, CO 80112. Members of the public are welcome to attend.

## Board of Directors and Staff

There are seven positions on the ACWWA Board of Directors. These Board positions are appointed annually at the discretion of the Arapahoe County Commissioners. ACWWA's current Board of Directors consists of the following:

Doyle Tinkey, President  
Jeff Baker\*, Vice President  
Brad Cromer, Secretary  
Derek Killebrew, Treasurer  
Rhonda Fields\*, Director  
Rick Rome, Director

\*Arapahoe County Commissioner

ACWWA's Executive Team consists of the following:

Steve Witter, General Manager  
Mathew Vigil, Director of Finance & Administration  
William Veydovec, Director of Engineering Services

## Service Area

While most of our customers are businesses, over the past few years, we have realized more residential development of both multi-family and single-family homes. ACWWA serves an area of more than eight square miles in the southeastern Denver metropolitan area, approximately 10 miles from downtown Denver. Our service area is comprised of about 4,000 residents and businesses located primarily in Arapahoe County and northern Douglas County.



## Mission, Vision, and Values

**Mission:** To provide sustainable water/wastewater services by optimizing our resources to ensure quality and value while protecting the environment.

**Vision:** To be a leading water/wastewater utility by providing exceptional service for current customers and future generations.

**Values:** Professionalism – It's how we conduct our business! We value treating our customers with respect and being prepared to effectively address customer issues in the office and in the field. Our interactions, our appearance, and our actions should all be examples of our dedication to our mission and vision.

Reliability – We understand our customers rely on us to provide them with water and wastewater services and efficient customer service. ACWWA staff strive, through proper planning and execution, to provide these services to our customers day in and day out.

Integrity – ACWWA's expectation of its customers and fellow employees is to always behave in an upright and honest manner. ACWWA strives to develop and maintain trust with its customers through honest and transparent actions.

Accountability – ACWWA conducts a vital service to our community and strives to execute its mission and vision daily. ACWWA is accountable to its customers and to the State of Colorado to meet all necessary regulations. ACWWA strives to be transparent in what it does, through open meetings, an informative website, newsletters, and customer service.

Efficiency – Through proper planning and the execution of ACWWA's mission, vision, and values, ACWWA strives to perform its responsibilities most efficiently and beneficially to our customers. ACWWA is focused on utilizing our resources optimally to deliver value to our customers.

## Owner's Responsibilities

It is the responsibility of the owner to keep all account information up to date. It is important to keep email, billing addresses, phone numbers, and authorized parties on the current account. You can email us at [billpay@acwwa.com](mailto:billpay@acwwa.com) with any changes or visit our website, [acwwa.com](http://acwwa.com), for the Change of Billing Address Form. If you are renting your property, have the owner use the Account Authorization Form, which gives an additional person, like a tenant, company, or property management company, access to the account information, including a copy of the monthly invoice. The property owner will continue to receive the monthly bill as well. Completion of the Account Authorization Form does not relieve the owner of the ultimate responsibility of payment. The proper forms can be found at our website under the **Customer Resources / Online Forms** tab.

## **Bill Payment**

To access your account information, including viewing your bill, your account history, and account information, or to pay online, you will need to go to [www.acwwa.com](http://www.acwwa.com). Click on the Customer Resources tab, then click on the Pay My Bill link on the left-hand bars. From there, you need to utilize the link that says, "[click here](#)." You will then be directed to ACWWA's secure payment portal. Once you have reached the payment portal, you will be prompted to either "Quick Pay," which will allow you to enter your account number and pay on a one-time basis only or you can choose to "Register," which will allow you to access the above-mentioned information, including signing up for recurring payments. Enter your account number, and you will be prompted to create a username and password. Within ACWWA's secure payment portal, you will be able to manage your account as follows:

- Pay Bills Online by credit card (there is a credit card processing fee, \$2.50 for every \$100 you are paying)
- Set up AutoPay
- Manage your Payment Methods
- View Bills
- View Usage and Account History
- View Account Information
- Change your Password
- Manage your Communication Preferences

ACWWA accepts payments in many forms, including Cash, Check, Credit Card, or Money Order. Please make checks and money orders payable to ACWWA only. To ensure the payment is posted correctly, please include the remittance portion of the bill with the payment and **note the account number on the payment**. The account number is located on the remittance portion of the bill. Your bills are generated and mailed/mailed in the first week of each month. We only have one billing cycle. If you do not receive your bill at any time, you can view it

online or give our office a call. Payments are due upon receipt and are always considered past due after the 25<sup>th</sup> of the month.

Monthly bills should be mailed to: PO Box 201922, Dallas, TX 75320-1922, or deposited in the Drop Box, which is adjacent to the front office doors at ACWWA's main office located at 7135 S. Tucson Way, Centennial, CO 80112 (closest major cross streets are E. Arapahoe Rd. and S. Potomac St.).

Bills may be paid by phone by dialing **(303) 536-1552** and following the prompts. Please note that you must provide the zip code that is associated with the billing address of the credit card.

Bills may be automatically paid from a checking or savings account by completing the Electronic Funds Transfer form (EFT – Debit Authorization). This form is available on the website or by contacting ACWWA's billing department at (303) 790-4830. Bills may also be automatically paid from your credit card via Electronic Funds Transfer. Go online at [www.acwwa.com](http://www.acwwa.com). Click on "Pay My Bill" on the left-hand bars, then click on the "[click here](#)" link. Once you have reached the payment portal, please [REGISTER](#), using the account number. Under **Help**, select the link "I want to manage my payment methods." This will allow you to securely enter your payment information.

In support of the "**Go Green**" campaign, ACWWA encourages customers to receive bills via e-mail and to use the online forms located on the website whenever possible. To sign up for E-Invoice, you can either send an email including your account number to [billpay@acwwa.com](mailto:billpay@acwwa.com) and request E-Invoice only, or paper and E-Invoice, or once you have registered your online account, you can click on the link entitled "I want to change my communication preferences."

Our website (acwwa.com) provides an excellent source of information, including **Customer Service:**

[Account Authorization Form](#)  
[EFT Debit Authorization](#)  
[Frequently Asked Questions](#)  
[Irrigation Product Rebates](#)  
[Change of Billing Address](#)

[Pipeline Newsletter](#)  
[Rates and Fees](#)  
[Rules and Regulations](#)  
[Watering Schedule](#)

Most customers want to know how much their water/sewer bill is likely to be each month. To promote efficient water use, ACWWA has adopted Conservation Block Rates. This means that the more water you use, the higher the billing rate. The example below shows the block billing rates for ACWWA's main service area. If you are a new customer in the Elkhorn service area, please call our office for those rates at (303) 790-4830.

Usage gal/mo	From	To	Rate
Block 1	0	4,000	\$4.72
Block 2	4,001	10,000	\$5.90
Block 3	10,001	30,000	\$7.37
Block 4	30,001	Above 30,001	\$9.22

## Monthly Service Charges Defined

(Can include, but not limited to)

Water Usage - Consumption Usage billed at rates in the above table

Sewer - Consumption billed at a flat fee of \$5.77 per 1,000 gallons

Sewer Service Fee – Monthly service fee billed \$23.07 each month

Monthly Water System Investment Fee – Monthly investment fee billed at \$26.50 per month

Water/Irrigation Service Fee – Monthly service fee billed at \$48.79 per month

Irrigation – For those customers with a separate irrigation meter, Consumption Usage is billed at rates in the above table

**\* Water/Irrigation and Sewer Service Fee:** The flat monthly fee imposed on all customers to cover ongoing operation and maintenance expenses related to the water/irrigation and sewer systems

**\* Monthly Water System Investment Fee:** Water charge imposed on all customers to secure renewable resources

**\* Water Usage and Sewer: Actual** usage (readings in 1,000 gallons)

## Water Quality

Here at ACWWA, we work around the clock to provide top-quality water to every tap. ACWWA's current supply of water primarily comes from the ACWWA Flow Project, which is currently supplying about sixty-eight percent (68%) of ACWWA's total water supply. The remainder of ACWWA's water supply comes from deep groundwater wells and shallow alluvial wells along Cherry Creek. Groundwater comes from shallow (alluvial) and deep aquifer wells. Certain characteristics that are common and are associated with groundwater sources can lead to issues with taste and hardness levels. Groundwater contains several naturally occurring minerals. These minerals affect the aesthetic (not a health concern) quality of water. These minerals can affect the color, odor, and clarity of drinking water.

We are committed to ensuring that the quality of your drinking water meets government standards, and we are pleased to report that your water meets or exceeds all primary and secondary standards set for safety. The drinking water that ACWWA provides has been tested and continues to be routinely tested for compliance with all drinking water regulations. A Consumer Confidence Report that identifies all the testing results is made available to our customers in June of each year, and a link to the current report can be found on our website at <https://acwwa.com/2205/Water-Quality>.

## Common Complaints: Causes and Solutions

### Water Pressure

Water pressure for the entire main water pipe that ACWWA owns will range from 60 psi to 150 psi, depending on the location of the main pipe. ACWWA recommends that all customers have a pressure-reducing valve located in line on the pipe going into your home or business. This will regulate the pressure coming into your house. Any adjustment on the pressure-reducing valve should be done by a plumber or the homeowner. This is standard for all water systems.

## Leaking Toilets

Of the many types of water waste in the average home, toilet leaks are the most common. The more water lost to leaks, the higher the cost of water and sewer bills becomes. Finding a toilet water leak is the first step to decreasing water waste and costs in your home or building. Our package of 2 Toilet Leak Tablets (or a couple of drops of food coloring) is the easiest and most cost-effective toilet leak detector method available. Drop the Dye tablet into the toilet tank and lightly stir it (alternatively, you can use a couple of drops of food coloring). After approximately 10 minutes have passed, check the bowl for color. If color appears, there is a toilet water leak. Call ACWWA after fixing your leak and ask about our Uncontrollable Water Usage Policy.

## Spotting and Residue

White residue buildup and white spots are generally caused by the deposition of calcium and calcium compounds. Calcium is prevalent in alluvial well water sources. Calcium is a naturally occurring mineral that is very abundant on the Earth's surface. It is commonly leached into the water as it travels through the alluvial sands. Calcium compounds contribute to "hard" water. Hard water characteristically leaves deposits of a white residue on glassware and other surfaces, especially in dishwashers.

To help minimize the spotting and residue:

- Discontinue using the "Sanitizing" (high heat) cycle of the dishwasher
- Change dishwashing detergent to Lemi Shine or Dishwasher Magic

## Color and Staining

Well water contains varying amounts of iron and manganese. These minerals are naturally occurring in the Earth's crust. These minerals are leached and become dissolved in the water as they percolate into the soil. When dissolved iron is oxidized, it changes from nearly colorless to varying shades of red. The color of the water that contains oxidized iron can range from faint yellow to extremely dark red, almost brown. Dissolved iron can be oxidized due to turbulence from pumping, turbulence in the distribution system, or by chemical additions such as chlorine. Chlorine is added as a requirement by federal drinking water regulations, so some oxidation does occur.

The use of oxidizing cleaners, especially those containing chlorine, can cause staining of clothes in the laundry. Chlorine-free laundry detergents are recommended. Several retinal products, such as CLR and Lime Away, help remove iron deposits from most surfaces. Vinegar can also be used to remove and soften these deposits. Muriatic Acid can be used to remove iron stains from concrete.

If discoloration of water occurs through your faucets, try running only the cold water at one faucet (bathtub) for about 10 minutes, and you should see that the water becomes clear. (Note: running the hot water, rather than cold water, pulls from the water heater and may delay or cause the water to not run clear.) If the water doesn't clear up after 10 minutes, wait for a few hours and try running the cold water again.

Discolored water can only be removed from the system by flushing. Flushing expels the iron sediment that has accumulated in the piping. This is only effective in the specific location of the complaint and may require subsequent and periodic flushing in the future. ACWWA flushes the entire system on an annual basis in the spring of each year. Please visit our website to learn when your neighborhood is scheduled for our annual flush. Please contact us if discoloration continues so we can investigate it further: **303-790-4830**

### **Odor**

Groundwater sources contain varying amounts of sulfate. Sulfates are naturally occurring in the limestone formations found primarily in deep wells. Water leaches sulfates as it percolates into the ground. Sulfates can be converted to sulfides when oxidized. Oxidation can occur due to chemicals, water turbulence, or bacterial metabolic processes. Hydrogen sulfide gas is the "rotten egg" odor most experienced in-home hot water systems. The metabolic processes in home hot water systems can be rendered minimal by turning up the water heater thermostat to the "high" setting for a minimum of six hours. Open the "hot" water faucet, allowing the water to run until it is "cold".

### **Water Efficiency**

ACWWA has developed a water efficiency program to provide our customers with the tools they can use to reduce their water use. Reducing water use can translate into healthier landscapes, have less impact on the environment, and, best of all, reduced water bills.

Because Colorado weather can vary drastically year by year, ACWWA staff continuously evaluate our system and potential water supplies. Water efficiency may be implemented in the spring and summer months. For more information, look for our tab **Water Efficiency** on ACWWA's website. Information will also be included in your ACWWA utility bill.

*ACWWA is excited to welcome you to our service area!*

## Responsibility Guidelines

ACWWA has responsibility for the water/irrigation lines up to the curb stop. The customer has responsibility from the discharge side of the stop, up to and including their unit. Although the meter is on the side of the Owner's Responsibility, any tampering or damage to the meter will result in a \$1000 fine.

When a customer suspects that they are losing water due to a leak, it is the responsibility of the customer to have the line checked, and if a leak is found, to have it repaired. The fact that water is metered and charged to the customer signifies that it is passing through the meter to the customer's line and is the customer's responsibility.

ACWWA staff do not repair leaks on the customer's line or make any repairs inside the customer's home/business. If ACWWA staff are contacted to make a service call to check for leaks or other services outside ACWWA's responsibility, a minimum of \$50 charge (\$75 after hours) will apply and be billed on the next billing cycle. If ACWWA staff detect a leak or other issue, they will advise the customer to contact their plumber or landscaper to repair it. ACWWA staff do not perform customer repairs.

The water pressure for the entire main water pipe that ACWWA owns will range from 60 to 150 PSI (pounds per square inch), depending on the location of the main pipe. ACWWA recommends that all customers have a PRV (pressure reducing valve) located in the line of the pipe going into the home or business. The valve is created to reduce pressure. Any adjustment on the pressure-reducing valve should be done by a plumber or the homeowner. This is the standard for most water systems.

