



THE Pipeline

YOUR CURRENT WATER INFO SOURCE

Winter 2017 In this edition...

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Special Edition

GREAT NEWS ABOUT YOUR WATER RATES!

ACWWA continues to focus on initiatives that fulfill our mission of providing sustainable water/ wastewater services by optimizing our resources to ensure quality and value while protecting the environment. We are also listening to our customers and making changes to address their concerns.

Customer Benefits

ACWWA periodically conducts Cost of Service studies, which historically have shown that gradual, moderate rate increases are required to fund the rising cost of equipment, increased costs of meeting State and Federal regulations, and infrastructure investments that are necessary to run a water and wastewater utility. ACWWA continually reviews its operations and strategic plans to ensure that ACWWA is operating most efficiently and to ensure that any rate/ fee increases are absolutely necessary.

ACWWA has worked hard to save money where it can through smart investments, sound cost management, and productivity enhancements, and is able to pass some of these savings to our customers. We have also taken into account customer feedback regarding how ACWWA rates and fees are applied by giving the customer more control of the amount of their monthly bill. The result is that, for 2018, water and wastewater rates will increase only 2% (for a monthly usage of 8,000 gallons, this would result in a monthly increase of 68 cents).

Most importantly, ACWWA's Board of Directors has approved an **8% DECREASE, YES, WE SAID DECREASE**, to some of the residential fixed fees. This means that the Water Service Fee and the Wastewater Service Fee on your bill will be reduced by 8% for 2018, resulting in a monthly savings of \$5.19! The Water System Investment Fee will remain at \$26.50 per residential customer, per month.

We've delivered clean/safe drinking water and wastewater services to our customers for nearly 30 years, while continuously working to innovate and make our processes more efficient. It's who we are here at ACWWA. This dedication to providing great service while building meaningful customer and community relationships is essential to our business.

You can find valuable information regarding water efficiency, rebates, and payment options at www.acwwa.com.



ACWWA is honored with the Gold Tier Award

Congratulations! to ACWWA's Field Operations team on achieving the Gold Tier Award in Colorado

Department of Public Health and Environment's Pursuing Excellence program. ACWWA is one of only two



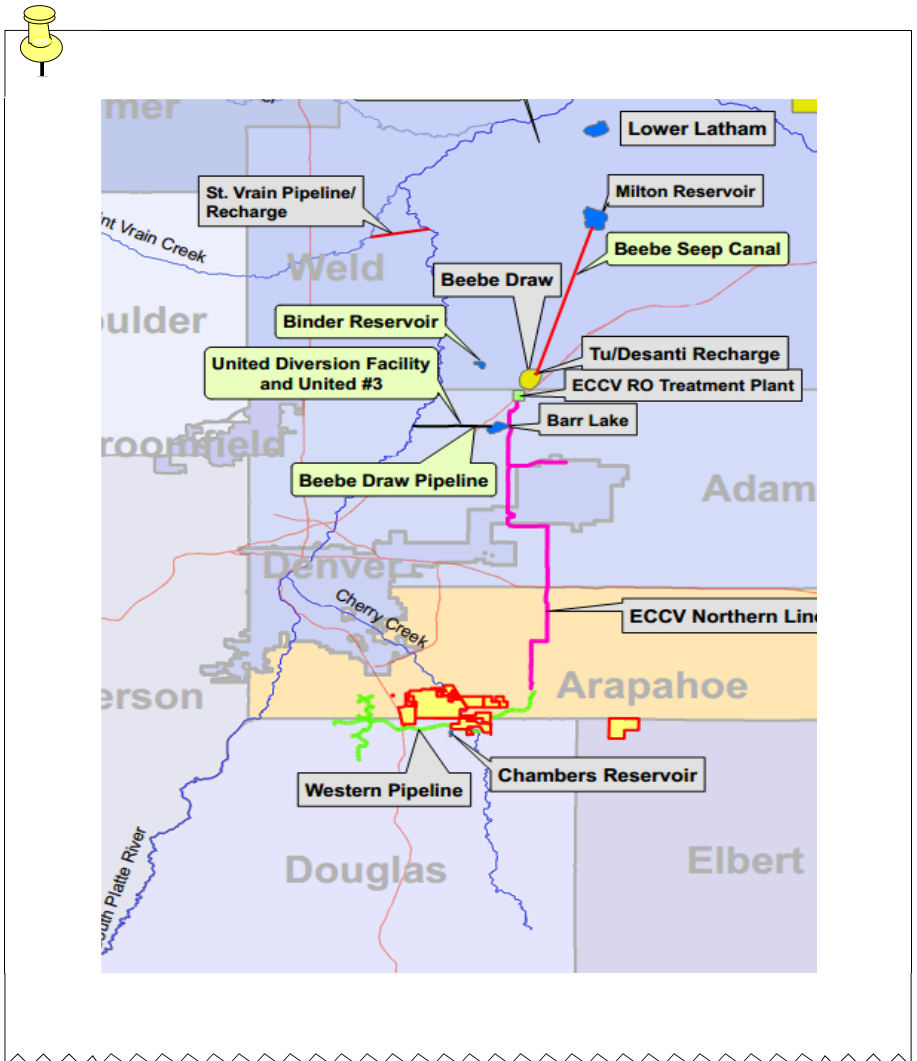
water systems in Colorado to be recognized since the program was created in 2014, making ACWWA a leader in the drinking water industry. The program recognizes public water systems which go above and beyond to: document source water protection goals, treatment system goals, distribution system goals and create optimization action plans to improve drinking water operations. For the past two years, the ACWWA Field Operations team has been committed to going above and beyond the obligations of compliance and regulatory standards. The Field Operations team documented all system goals, operation activities, frequency times and continues the process of daily system operation checks to meet continuous improvement. Eight optimization action plans were achieved that directly improved

water quality, precise water analysis, safer operations and controlled key performance indicators through critical parameters. As a result of the magnitude of work and success of their efforts, ACWWA achieved the highest award, the Gold Tier.

ACWWA Flow Project - 2017 Update

ACWWA has committed to participating in the long awaited expansion (Phase 2) of the East Cherry Creek Valley Water and Sanitation District's (ECCV) Northern Water Treatment Facility located in Brighton Colorado. This expansion will provide an additional 3.0 million gallons per day (MGD) of high-quality water produced by reverse osmosis (RO) membrane treatment process to ACWWA and our customers. ACWWA has been receiving water supplies of up to 2.25 MGD since 2013. The expanded treatment and delivery system will bring ACWWA's water supply from the ACWWA Flow Project up to the planned 5.25 MGD rate. The expanded treatment capacity is currently expected to be available by summer 2020. The Phase 2 Expansion Project consists of two phases. The first phase is the expansion of the water delivery capacity to increase the total flow capacity of the two existing pump stations from the existing 10 MGD to the Phase 2 capacity of 20 MGD. The design and construction involves the addition of storage tanks, a revised building layout, new water pumps and the control system to operate these large volume water delivery pumps. The second phase of the expansion plans is to increase the treatment capacity of the Brighton RO facility to produce 20 MGD of treated water. The two phases will be coordinated to allow the delivery of water to the ECCV and then to the ACWWA distribution systems. The coordination of the treatment plant output and the water transfer capabilities of the two pumps stations must all be tied together for proper control and delivery of up to 20 MGD of treated water.

ACWWA is separately beginning the construction of the next phase of the ACWWA Connecting Main - Phase 2B project through the installation of an additional 2,000 feet of 24 inch water main through the Piney Creek area of Arapahoe Road and South Liverpool Street. This project will be completed in the first quarter of 2018 to allow for the delivery of ACWWA Flow water eventually up to the 5.25 MGD to the ACWWA distribution system. The construction contract is being bid at this time and work is planned to start in January 2018.





Again in 2017 ACWWA employees decided to give back to the community. Partnering for the Holidays Program offered the perfect opportunity for this endeavor. Families in need generally consist of children and adults who have been victims of abuse and neglect, or are experiencing financial hardship. Monetary donations were collected from employees, and volunteers from ACWWA purchased and delivered new gifts to the Arapahoe County “Holiday Store.” This new format at Arapahoe County allows families who would otherwise have nothing to give to their loved ones the opportunity to come to the “Holiday Store” and pick out for free what they want with pride and dignity, as they know what is best for their loved ones. And, it gave ACWWA employees a chance to connect with their community at this special time of year!

