



THE Pipeline

YOUR CURRENT WATER INFO SOURCE

Summer 2020

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COVID-19/CORONAVIRUS: WHAT ACWWA IS DOING

ACWWA continues to be committed to delivering safe and reliable water. As a public water system, we meet stringent state and federal standards as set forth by the Environmental Protection Agency (EPA) and the Colorado Department of Public Health and Environment (CDPHE) and continue to do so during this event. We want our customers to know our water supply is safe to drink, and we are continuing our mission "to provide sustainable water/wastewater services by optimizing our resources to ensure quality and value while protecting the environment."

While our administrative offices will remain closed to the public, we continue to maintain high service levels. Providing water and wastewater service is an essential service and we are fully operational. However, we've taken substantial extra steps to reduce the risks to our employees and our customers. These include following CDC guidelines, limiting building/facility occupancy, conducting most meetings by video/phone, working remotely when possible, increased frequency of cleaning, and many other actions. All incoming calls are being forwarded to our Customer Service Specialist, who in turn is routing them to the appropriate staff member. Incoming mail is opened and processed M/W/F. Meetings, including our monthly Board Meetings continue to take place remotely via phone, or other supporting technology. If you feel your needs as an ACWWA customer are not being met, please reach out to our Customer Service Manager, Patty Pratt at ppratt@acwwa.com or 303-790-4830, extension 335.

ACWWA continues to monitor the situation daily through the national and local news agencies and in coordination with the Arapahoe County Office of Emergency Management and Tri-County Health. In the meantime, we encourage customers to:

- Continue to take advantage of our online bill payment services, the U.S. Mail, as well as using our 24-hour drop box located outside our offices for dropping off payments and other communications.
- If you need to rent a hydrant meter, please contact Jason at jfitzpatrick@acwwa.com
- Stay at home as much as possible.
- Practice good hygiene. Wash your hands frequently and don't touch your face.
- Wear a face covering or mask when you leave your home.
- Connect with neighbors and loved ones virtually.

We here at ACWWA continue to appreciate your patience and **thank you** once again for your ongoing trust in providing you safe and reliable water services.



Free Residential Sprinkler Consultation

Arapahoe County Water and Wastewater Authority (ACWWA) is always looking for ways to help our customers conserve water. One of the easier ways to use less water is through efficient irrigation practices. During the summer months, the amount of water that ACWWA customers use is roughly 3.5 times the amount that is used during a typical winter month. This spike in usage from irrigation accounts for about 45% of the total amount of water used throughout the entire year. This summer, ACWWA is working with Resource Central to provide free sprinkler system consultations to our residential customers. Resource Central Technicians will run a few tests to check your sprinklers efficiency and diagnose any problems your system might have. At the end of your consultation, you will receive a customized watering schedule designed to reduce water usage and keep your lawn healthy and beautiful all summer long! Inspections last about 90 minutes and could help you save thousands of gallons of water each year. Only a limited number of consultations are available, so sign up now! Call (303) 999-3824 or sign up at www.resourcecentral.org/sprinklers.

Three Steps to Water Savings:

1. Is Your Home Eligible for a Free Consultation?
2. Request a Consultation
3. Schedule Your Slow the Flow Consultation

THE IMPORTANCE OF WATER CONSERVATION

By using water-saving features you can reduce your in-home water use by 35%. This means the average household, which uses 130,000 gallons per year, could potentially save 44,000 gallons of water per year.

A Few Fun Facts About Water:

1. Americans drink more than one billion glasses of tap water per day.
2. Approximately 400 billion gallons of water are used in the United States per day.
3. 68.7% of Earth's fresh water is trapped in glaciers.
4. Approximately 6,800 gallons of water are used to grow a day's food for a family of four.

Water Conservation in the Home...

The most effective way to save water is to upgrade to efficient fixtures. But there are other ways to help reduce the amount of water you use at home.

- **Toilets:** Toilets are not trashcans, every time you flush a cigarette butt, facial tissue, or other small bit of trash, you're wasting gallons of water. Put them in the garbage, or better yet, recycle. Other commonly used practices, place a plastic bottle or float booster in your toilet tank, buy an adjustable toilet flapper or install a low or dual flush model toilet.
- **Showers:** Install water-saving showerheads, shower timers, and low-flow faucet aerators or just simply take shorter showers. FYI, a four-minute shower uses approximately 20 to 40 gallons of water.
- **Faucets and Sinks:** Turn off the water after you wet your toothbrush; when washing dishes by hand, don't leave the water running for rinsing or fit household faucets with aerators.

Water Conservation in the Yard and Garden or Outside Your Home:

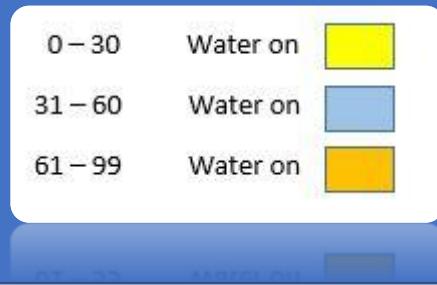
- Don't run the hose while washing your car. Use the hose only for rinsing; this simple practice can save as much as 100 gallons when washing a car.
- Water during the early parts of the day; avoid watering when it is windy. Wind can blow sprinklers off target and speed evaporation.
- Plant drought-resistant lawns, shrubs and plants.
- Put a layer of mulch around trees and plants. Mulch will slow evaporation of moisture while discouraging weed growth. Adding 2 – 4 inches of organic material such as compost or bark mulch will increase the ability of the soil to retain moisture.
- Water your lawn only when it needs it. A good way to see if your lawn needs watering is to step on the grass. If it springs back up when you move, it doesn't need water. If it stays flat, the lawn is ready for watering. Letting the grass grow taller (to 3") will also promote water retention in the soil.



2020 Watering Schedule

As a reminder, beginning May 1st, ACWWA will have implemented Stage 1 Water Conservation Measures as defined in ACWWA's Water Conservation Response Plan. The primary component of Stage 1 is a voluntary every third day watering schedule, as outlined in the calendar below. The full text of the Water Conservation Response Plan can be found on our website under the Water Efficiency tab (acwwa.com/water-efficiency). ACWWA advises watering before 10am and after 6pm. Thank you for doing your part; we look forward to a good year of using this water wisely.

Watering is according to the last two digits of your address. If your address ends in digits:



May						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					