

THE Pipeline

YOUR CURRENT WATER INFO SOURCE

Fall / Winter 2022

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13031 E Caley Avenue
Centennial, CO 80111
Phone: 303-790-4830
Website: acwwa.com

COST of SERVICE 2022



In 2022, ACWWA staff commissioned a cost-of-service study to review current rates and the rate structure. Cost of service studies are utilized to develop the appropriate rates required to generate adequate revenue for maintenance of infrastructure, fund future capital needs and debt obligations. ACWWA worked with Raftelis Financial Consultants to develop rates and a financial plan based on our 20-year capital plan to help ensure that ACWWA is properly positioned to continue to provide reliable water and wastewater service to current and future customers. This study was completed in late 2022 and will be available in early 2023 on our website, acwwa.com, under the Customer Service tab.

Completion of the 3rd BNR Clarifier

In October 2021 the 3rd BNR and clarifier were equipped and successfully completed, and in early November the 3rd train was brought online. The completion of this project has provided the necessary redundancy to allow routine scheduled maintenance on the BNPs and secondary clarifiers. All trains will be cleaned on a rotating five-year basis, keeping the BNR functioning at maximum efficiency.



LTCWRF Newly Equipped 3rd BNR



The American Rescue Plan Act (“ARPA” or the “Plan”) is an economic stimulus bill that was signed into law in March 2021. ARPA’s main goal was to help facilitate economic recovery following the COVID-19 pandemic. A portion of the Plan was focused on providing State and Local governments resources to fight the pandemic, maintain vital public services, and make investments that support long-term growth and opportunity. Arapahoe County received ARPA funds to address a multitude of gaps created by the pandemic, one of which is investing in vital water and sewer infrastructure. Over the course of several months of vetting and study sessions, the Arapahoe County Board of County Commissioners has conditionally approved the following funding for several ACWWA Capital Improvement Plan Projects:

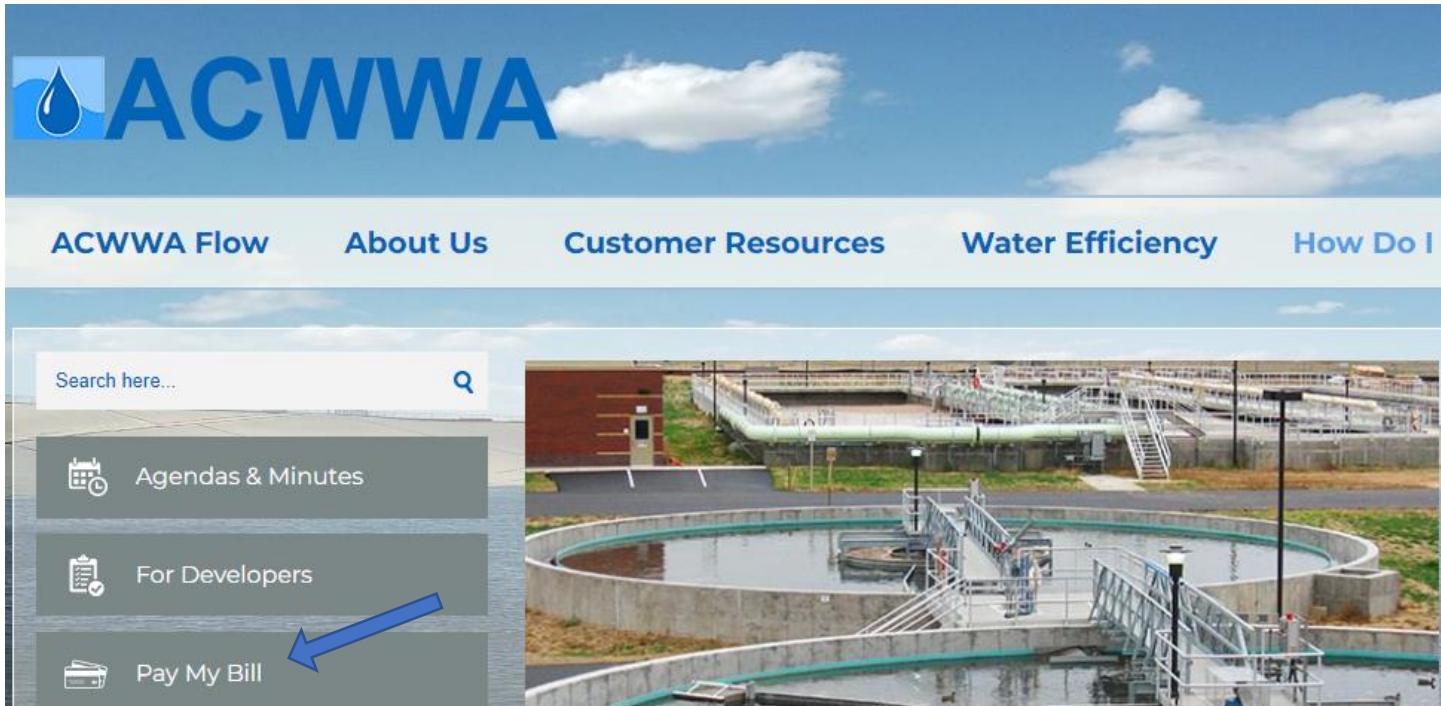
- Valley Country Club Lift Station Improvement Project - \$500,000
- Peoria Lift Station Improvement Project - \$500,000
- Critical Valve Replacement Projects - \$100,000
- Additional Water Supply Wells - \$500,000
- Redundant Pipeline Project - \$500,000
- Regional Partners Emergency Interconnections Project - \$200,000
- Iron and Manganese Treatment Enhancement Project - \$800,000

The County’s contributions will provide critical funding towards the above projects which will ensure reliable water and wastewater services to the roughly 31,000 customers that ACWWA serves.

NEW LOG IN PORTAL

To access your account information, including viewing your bill, your account history, account information or to pay online, you will need to go to www.acwwa.com. On the home page, click on **Pay My Bill** (in the gray bar). You will then be directed to [click here](#). Once you have reached the **Log In** 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 here](#) which will allow you to access the above-mentioned information, including signing up for reoccurring payments.

Please contact ACWWA's customer service team for further assistance at 303-790-4830 extension 319 or 320.



ACWWA

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Pay My Bill

Pay My Bill

Online Bill Payment and Account Inquiry

ACWWA offers the ability to [pay your bill](#) through a secure, online service.

Please [click here](#) to access our Online Bill Payment and Account Inquiry site.

From this site you can:



Welcome to our new payment portal. Please select register at the bottom right. Provide a username and password to get started.

IS MOTORS

Log In

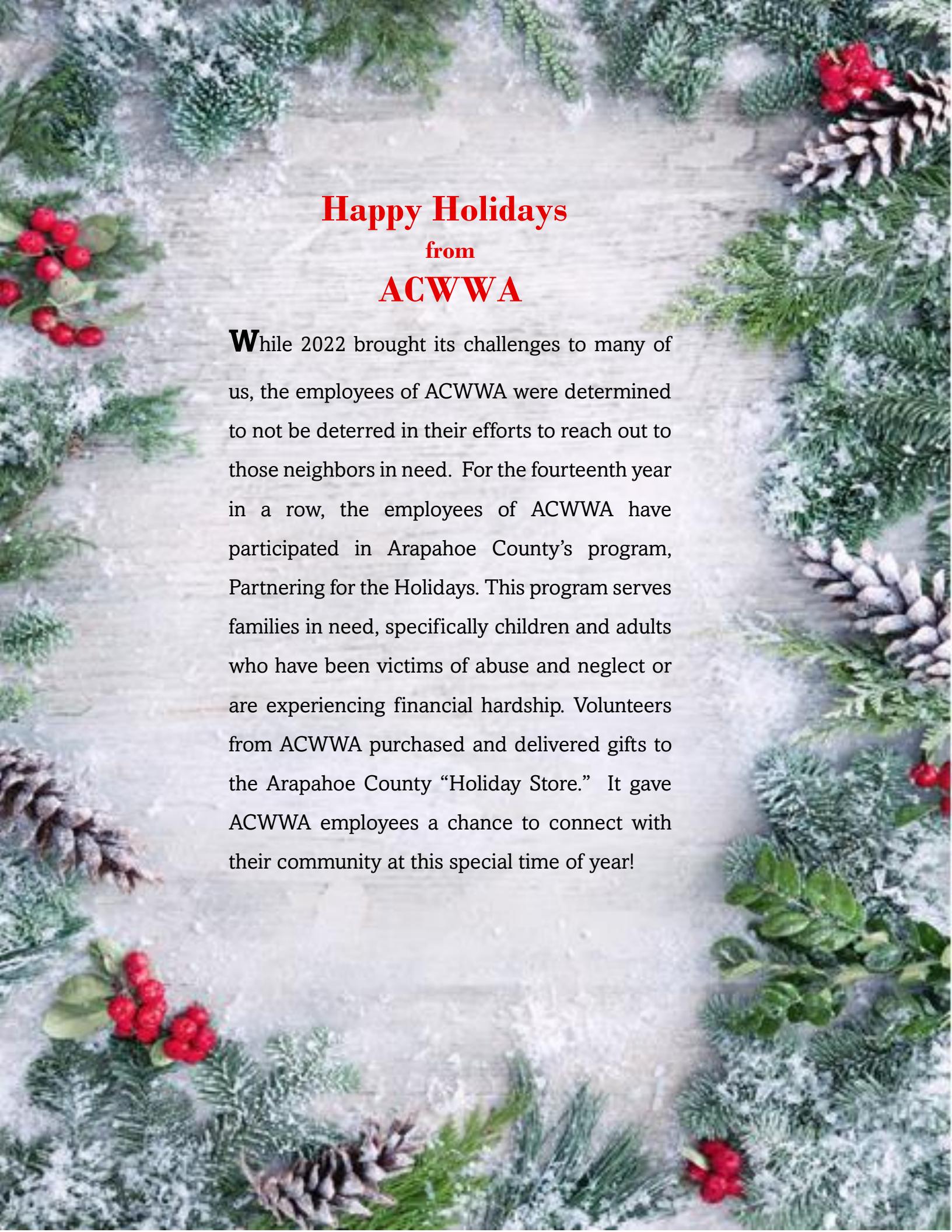
User Name

Password

Forgot your password? [Click here to reset it.](#)

LOG IN QUICK PAY

Don't have an account? [Register here.](#)



Happy Holidays from ACWWA

While 2022 brought its challenges to many of us, the employees of ACWWA were determined to not be deterred in their efforts to reach out to those neighbors in need. For the fourteenth year in a row, the employees of ACWWA have participated in Arapahoe County's program, Partnering for the Holidays. This program serves families in need, specifically children and adults who have been victims of abuse and neglect or are experiencing financial hardship. Volunteers from ACWWA purchased and delivered gifts to the Arapahoe County "Holiday Store." It gave ACWWA employees a chance to connect with their community at this special time of year!