



THE Pipeline

YOUR CURRENT WATER INFO SOURCE

**FALL/WINTER 2011
NEWSLETTER**

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DIRECTOR'S REPORT

In August 2011, the Arapahoe County Board of County Commissioners appointed five new members to the ACWWA Board of Directors: Mikkel Anderson, Steve Davis, Linda Lehrer, Phyllis Thomas and Geri Santos-Rach. The new members have immersed themselves to learn the history as well as current issues ACWWA is facing. In order to get up to speed, an all-day tour of ACWWA's Flow Project was given in October.

Actions Taken by ACWWA's Board of Directors in the Fourth Quarter 2011

- Successful transfer of ACWWA's Stormwater Permit to Southeast Metro Stormwater Authority
- Adoption of an Arbitrage Policy
- Completion of a Capacity Transfer and Lease Agreement with East Cherry Creek Valley Water and Sanitation District
- Completion of First Amendment to Intergovernmental Agreement for the Finance and Construction of a Wastewater Treatment Plant Expansion Including Discharges from Inverness to the Lone Tree Creek Wastewater Treatment Plant
- Completion of the Chambers Reservoir Connection Pipeline with United Water and Sanitation District



ACWWA FLOW PROJECT UPDATE

ASSURING YOUR FUTURE WATER

ACWWA continues to implement its renewable water project, the ACWWA Flow Project, which will deliver renewable water to the ACWWA service area starting in 2012. This project is a partnership with two other water districts, East Cherry Creek Valley Water and Sanitation District (ECCV) and United Water and Sanitation District (UWSD).

Recent activities include the completion of acquisition of 4,400 acre-feet of water rights. These water rights are in the process of being adjudicated in water court for use by ACWWA. The ECCV Water Treatment Plant (located near Barr Lake) which will treat this water, is making good progress and is anticipated to be on-line in 2012. We are currently working to make the necessary connections and administrative actions to allow the delivery of ACWWA Flow Project water in 2012 to ACWWA customers.

Also, as you may see, progress is being made at the Chambers Reservoir site, which is located near Chambers Road just South of E-470. The construction phase of the 1,400 acre-foot reservoir, is scheduled to be finished by January 2012. The plan is to start filling the reservoir in 2012.

ACWWA has just completed its third informational video highlighting the ACWWA Flow Project. This video, as well as more information on the ACWWA Flow Project, can be found on our website at:

<http://www.arapahoewater.org/ACWWA-Flow-Project>



Did you know....you can access your account information through our website? Click "Pay Your Bill Online" to view account details and/or pay your bill. Call us and ask for the Password to your account.

***Change of Billing Address Form:** use this form when you would like your bill to go to an address other than your property address. You can also request to receive your bill via email.*

***EFT :** Bills may be automatically paid from a checking or savings account by completing the Debit Authorization Form and attaching a VOIDED check. You may return these directly to our main office, or by email, or fax.*

***Owner-Tenant Form:** Owners can add or remove tenants on their account to provide third parties with a copy of the bill. **Note:** After adding a third party to the account, the owner of the property remains ultimately liable for all charges.*

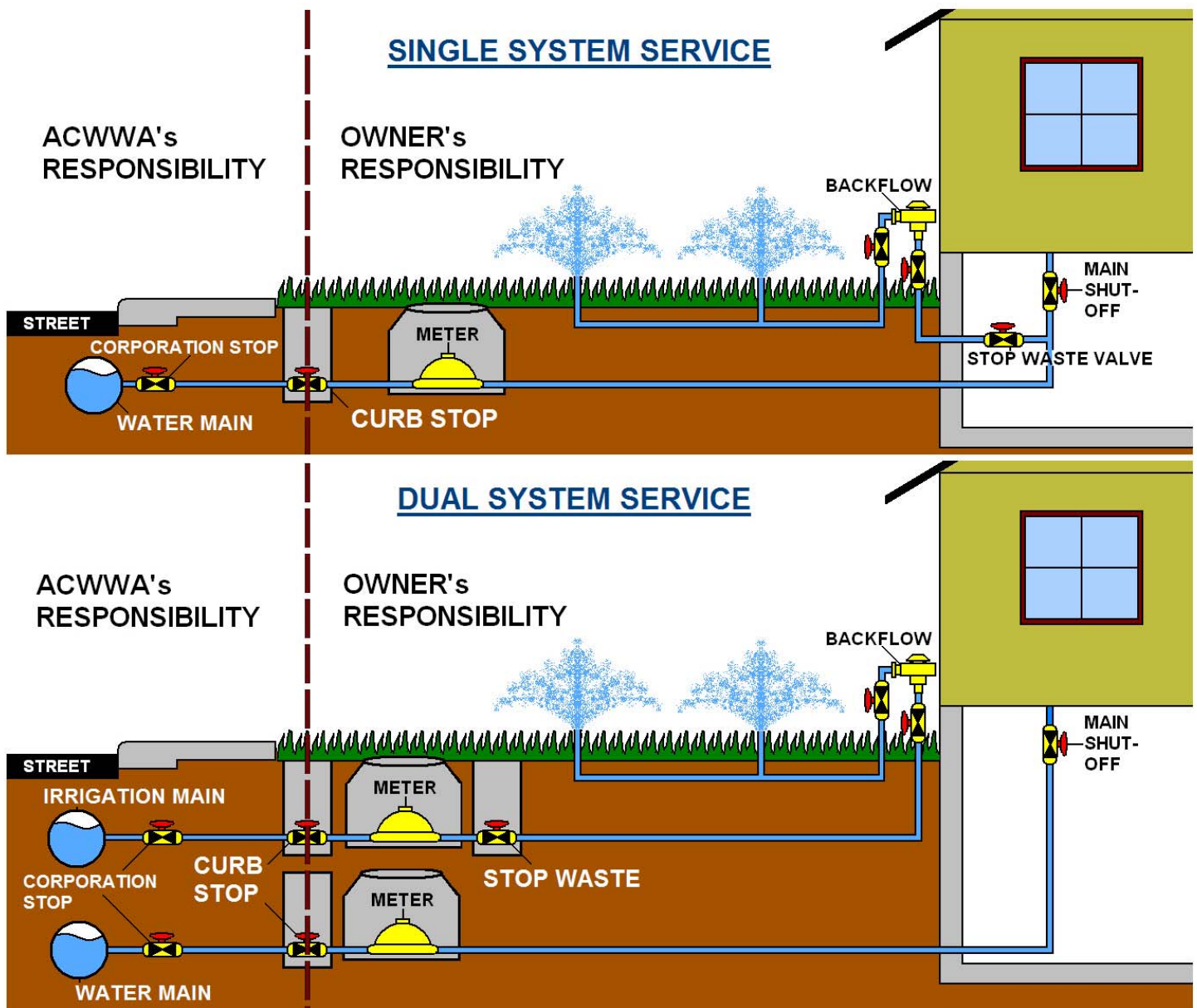
In support of the "Go Green" campaign, ACWWA encourages customers to receive bills via e-mail

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 curb stop, up to and including inside 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, 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 does not repair leaks on the customer's line or any repairs inside the customer's home/business. If ACWWA staff is contacted to make a service call to check for leaks or other services outside ACWWA's responsibility, a minimum \$75 charge will apply and be billed on the next billing cycle. If ACWWA staff detects a leak or other issue they will advise the customer to contact their plumber or landscaper to make the repair, ACWWA staff does not perform customer repairs.



*Have a Wonderful
Holiday Season!*



For the third year in a row, ACWWA employees decided to give back to the community. After some research, it was determined that the Arapahoe County Adopt a Family Program offered the perfect opportunity. Identified families generally consist of children and adults who have been victims of abuse and neglect, or are experiencing financial hardship. The Arapahoe County Adopt a Family Program paired ACWWA employees with a family of three, consisting of a single mom with two children. Lists for each family member were provided, which consisted of both “needs” as well as a “wishes.” With the donations collected, employees first focused on purchasing items of need, such as pants, shirts, winter jackets, and snow boots. The remaining funds allowed ACWWA shoppers, to purchase items on the “wish lists.” The purchased gifts were individually wrapped and then delivered to the Arapahoe County Department of Human Services’ Winter Wonderland in early December. Employees plan to pursue similar opportunities to help those in need, next year.

For more information about **Adopt a Family** visit: www.co.arapahoe.co.us