

THE Pipeline

YOUR CURRENT WATER INFO SOURCE

Spring / Summer 2012 NEWSLETTER

In this edition...

- **Director's Report**
- **ACWWA Flow Project Update**
- **ACWWA Achievement**
- **Customer Service**
- **What Consumers May Not Know**
- **2012 Watering Schedule**

DIRECTOR'S REPORT

In January, the ACWWA Board of Directors reappointed its officers for the calendar year 2012 as follows:

President — Doyle Tinkey

Vice President — **Ralph "Hap" Henderson**

Treasurer — Rod Bockenfeld

Assistant Secretary — Steven Hunt, Steve Davis, Linda Lehrer, Geri Santos-Rach, Phyllis Thomas, and Mikkel Anderson



ACWWA FLOW PROJECT UPDATE

ASSURING YOUR FUTURE WATER

ACWWA continues to implement its renewable water project (The ACWWA Flow Project) that 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).

Here are a few highlights:

- ~ The ECCV water treatment plant (near Barr Lake) that will treat water derived from ACWWA water rights is making good progress and should be online in the next few months
- ~ ACWWA continues to adjudicate its water rights in the water court system and while that is ongoing will have the ability to use a portion of its water rights this year
- ~ The development of Chambers Reservoir is ongoing. The major construction on the reservoir is finished and this summer ACWWA will begin the construction of the pump station to allow water to be pumped in and out of the reservoir. This project should be complete and the reservoir will begin to be filled in 2013.

ACWWA has completed its third informational video highlighting the ACWWA Flow Project (December 2011). 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>

A Tremendous Achievement

May 15, 2005 through March 19, 2012, ACWWA has gone 2500 days without an accident that required an employee to take time off. This achievement has only happened due to the efforts and awareness of the ACWWA staff. In the type of working environment that ACWWA staff goes through each day, this is an amazing feat. The national average of all industries per 100 employees is 3.8 injuries each year per the Bureau of Labor published October 2011. To all of ACWWA staff, keep up the good work!



Customer Service

Did you know....
you can access account information through ACWWA's website?

Account Authorization Form: Allows the owner of the property to make changes and give authorized parties access to account information.

Change of Billing Address Form: Use this form when you would like your bill to go to an address other than the service address.

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

ACCOUNT AUTHORIZATION FORM	
ACCOUNT: _____	DATE: _____
OWNER NAME: _____	
SELLING ADDRESS: _____	STREET: _____
PHONE: () _____	
SERVICE ADDRESS: _____	STREET: _____
<p>I, _____, the following item(s) concerning my account:</p> <p><input type="checkbox"/> All Account Details <input type="checkbox"/> Pay my bill online</p> <p><input type="checkbox"/> Copy of Bill, E-Invoice (Dept. of Revenue)</p>	
<p>NAME / COMPANY: _____</p> <p>ADDRESS: _____ ST: _____</p> <p>PHONE: () _____</p> <p>THE OWNER OF THE PROPERTY</p> <p><input type="checkbox"/> PLEASE REMOVE _____</p>	
<p>Owner Signature _____</p> <p>Owner Printed Name _____</p> <p>Office Use Only _____</p>	
<p>Please make sure your account number is on payments & forms</p> <p>Please fax to: 303-790-9364</p>	
CHANGE OF BILLING ADDRESS	
<p>Name: _____</p> <p>Account Number: _____</p> <p>Property Address: _____</p>	
<p>Please change my billing address to: _____</p> <p>Phone: _____</p> <p>Email: _____</p>	
<p>ACWWA needs your help</p> <p><input type="checkbox"/> Please check if you would like to receive bills via e-mail</p>	
<p>Signed: _____</p>	
<p>EFT - Debit Authorization</p> <p>I (we) hereby authorize Arapahoe County Water and Wastewater (ACWWA), hereinafter called COMPANY, to initiate a (our) account indicated below and the financial institution indicated below, hereinafter called FINANCIAL INSTITUTION, to debit my (our) account for the monthly payment of water usage. I (we) acknowledge the origination of EFT transactions to my (our) account in accordance with the provisions of U.S. law.</p> <p>Financial Institution Name: _____</p> <p>ABA (Routing) No.: _____</p> <p>Account No.: _____</p> <p>Type of Account: <input type="checkbox"/> Checking <input type="checkbox"/> Savings <input type="checkbox"/> Business <input type="checkbox"/> Personal</p> <p>This authority is to remain in full force and effect until Arapahoe County Water and Wastewater has received written notification from me (or either of us) of its termination in such time and manner as to afford COMPANY and FINANCIAL INSTITUTION a reasonable opportunity to act on it.</p> <p>Print Name: _____ Phone #: _____</p> <p>Signature: _____ Date: _____</p> <p>Service Address: _____</p> <p>ACWWA Account #: _____ Location #: _____</p> <p><small>Note: ACWWA requires a VOIDED check with the above banking information to be attached. This form must be received by ACWWA 10 business days prior to the 20th of the current month to start Auto Pay the following month. ACWWA will withdraw the funds on the 20th of every month or the closest business day after.</small></p>	

Pay Your Bill Online

Click Pay Your Bill Online to view account details and/or pay your bill.

Call us and ask for the password to your account.

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

Please make sure your email, address & phone number are current on your account

WHAT CONSUMERS MAY NOT KNOW

1 Indoor Water Usage



- ~ Toilets account for **28%** of all indoor water usage
- ~ Older toilets use approximately 3.5 - 7 gallons per flush
- ~ In 1992 Federal law mandated toilets only use 1.6 gallons per flush
- ~ New models use only 1.28 gallons per flush
- ~ Performance on newer toilets is much better, but leaks remain a problem

2 Indoor Water Usage



- ~ Washers account for **15%** of all indoor water usage
- ~ Most new washers are water efficient
- ~ With the use of new water efficient washers in the U.S., up to 40 million gallons of water per day will be saved

WHAT CONSUMERS SHOULD KNOW

ACWWA's Rebate Program

High Efficiency Washers
& Rain Sensors

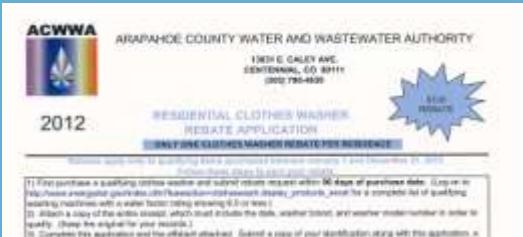
Available at our website:

[www.arapahoewater.org/Water Conservation](http://www.arapahoewater.org/Water%20Conservation)

Toilet Leak Detection Kits

Compliments of ACWWA

Available at our office:
13031 E. Caley Avenue, Centennial



ACWWA derives its water supply from both groundwater and surface water sources. This diversity helps mitigate, but not alleviate the impacts of drought conditions to our water supply. ACWWA implemented a voluntary watering schedule starting May 1st that asked customers to water every third day based on your address (see schedule below).

Following this schedule will help ACWWA meet and manage its water demands and allow ACWWA to maintain uninterrupted service to its customers. Staff will continue to monitor conditions and will keep customers informed if further steps are necessary.

2012 WATERING SCHEDULE

MAY

S	M	T	W	T	F	S
			1	2	3	4
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		

SEPTEMBER

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						

Watering is according to the last two (2) digits of your address.

If your address ends
in digits:

00-30 water on

31-60 water on

61-99 water on

