

**Phone: 303-790-4830, Fax: 303-790-9364  
Emergency On-Call: 303-886-2059**

**acwwa.com**

[billpay@acwwa.com](mailto:billpay@acwwa.com)

Office Hours: 8:00am to 4:30pm Monday thru Friday excluding Holidays

# Welcome New Customer!

Account Number: \_\_\_\_\_

On behalf of the Board of Directors and the staff of Arapahoe County Water and Wastewater Authority (ACWWA), we wish to extend a very cordial welcome. We hope that you find our community a great place to live.

To help you get acquainted to the area, we have this Welcome Packet for you and your family.

We hope you enjoy your home. If we can be of service to you, contact us either in person at 13031 E. Caley Ave., Centennial, CO., or call us at (303) 790-4830.

## ACWWA Water

ACWWA, pronounced Aqua (äkwə), provides the drinking water and wastewater services to the people living and working within its service area. ACWWA's current supply of water primarily consists of deep groundwater wells and shallow alluvial wells along Cherry Creek. The ACWWA Flow Project is a water supply project which has begun to service the ACWWA service area and upon completion will result in an annual average delivery of 4,400 acre-feet of water to the ACWWA service area to supplement current water supplies. This will provide a secure and high-quality water source for current and future ACWWA customers. Please visit our website at [acwwa.com](http://acwwa.com) to learn more about this important project.

## History of ACWWA

In November 1995, the voters in the Arapahoe Water and Sanitation District (AWS D) voted to dissolve the AWS D for all purposes except to establish an annual mill levy sufficient to pay for the District's outstanding general obligation bonds. Final dissolution of AWS D was approved by court order dated March 4, 1996, and AWS D transferred all of its water and sewer operations and properties to ACWWA.

Steve Witter, previously serving as ACWWA's Water Resources and Engineering Manager, was appointed General Manager of ACWWA in February 2015. The General Manager is the chief executive officer and administrative head of ACWWA. The General Manager's responsibilities include carrying out policies set by the Governing Board, performing overall executive management and leading ACWWA toward the successful accomplishment of its mission.

In 2001, the voters in the ACWWA service area approved the creation of the Public Improvement District (PID) and the issuance of up to \$165 million in general obligation bonds to be repaid through an annual mill levy. The PID is authorized to use bond proceeds to finance construction of facilities to be managed by ACWWA to provide water, wastewater and limited storm water services.

The ACWWA Board of Directors meets regularly on the 2<sup>nd</sup> Wednesday of every month at 9:00 a.m. in the Arapahoe Room of the ACWWA Administration Office, 13031 E. Caley Ave., Centennial, CO 80111. Members of the public are welcome to attend.

## Board of Directors and Staff

There are eight positions on the ACWWA Board of Directors. These Board positions are appointed annually at the discretion of the Arapahoe County Commissioners. ACWWA's current Board of Directors consists of the following:

Doyle Tinkey, President  
Tom Wood, Vice President  
Geri Santos-Rach, Secretary  
Brad Cromer, Treasurer  
Jeff Baker, Director\*  
Jessica Campbell-Swanson, Director\*  
Perry Deeds, Director  
Derek Killebrew, Director

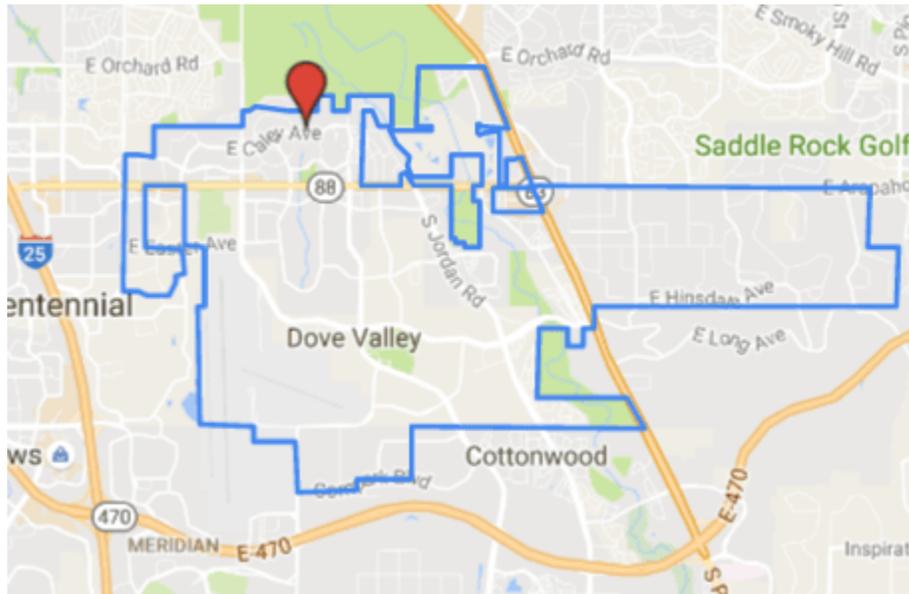
\*Arapahoe County Commissioner

ACWWA's Executive Team consists of the following:

Steve Witter, General Manager  
Ed Trujillo, Manager of Operations and Facilities  
Mathew Vigil, Director of Finance & Administration  
William Veydovec, Director of Engineering Services

## Service Area

While most of our customers are businesses, over the past few years, we have realized more residential development of both multi and single-family homes. ACWWA serves an area more than eight-square miles in the southeastern Denver metropolitan area, approximately 10 miles from downtown Denver. Our service area is comprised of about 4,000 residences and businesses located primarily in Arapahoe County, and northern Douglas County.



## Mission, Vision and Values

**Mission:** To provide sustainable water/wastewater services by optimizing our resources to ensure quality and value while protecting the environment.

**Vision:** To be a leading water/wastewater utility to providing exceptional service for current customers and future generations.

**Values:** Professionalism – It’s how we conduct our business! We value treating our customers with respect, being prepared to effectively address customer issues in the office and in the field. Our interactions, our appearance and our actions all should be examples of our dedication to our mission and vision.

Reliability – We understand our customers rely on us to provide them water and wastewater services and efficient customer service. ACWWA staff strives, through proper planning and execution, to provide these services to our customers day in and day out.

Integrity – ACWWA’s expectation to its customers and fellow employees is to always behave in an upright and honest manner. ACWWA strives to develop and maintain trust with its customers through honest and transparent actions.

Accountability – ACWWA conducts a vital service to our community and strives to execute its mission and vision on a daily basis. ACWWA is accountable to its customers and to the State of Colorado to meet all necessary regulations. ACWWA strives to be transparent in what it does, through open meetings, an informative website, newsletters, and customer service.

Efficiency – Through proper planning and the execution of ACWWA’s mission, vision and values, ACWWA strives to perform its responsibilities in the most efficient and beneficial manner to our customers. ACWWA is focused on utilizing our resources optimally to deliver value to our customers.

## Owner’s Responsibilities

It is the responsibility of the owner to keep all account information up to date. It is important to keep email, billing addresses, phone numbers, and authorized parties on the account, current. You can email us at [billpay@acwwa.com](mailto:billpay@acwwa.com) with any changes or visit our website [acwwa.com](http://acwwa.com) for the Change of Billing Address Form. If you are renting your property, have the owner use the Account Authorization Form which gives an additional person like a tenant, company, or property management company access to the account information, including a copy of the monthly invoice. The property owner will continue to receive the monthly bill as well. Completion of the Account Authorization Form does not relieve the owner of the ultimate responsibility of payment. The proper forms can be found at our website under the **Customer Resources / Online Forms** tab.

## **Bill Payment**

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](http://www.acwwa.com). Click on the Customer Resources tab, then click on the Pay My Bill link on the left-hand bars. From there you need to utilize the link that says, “[click here](#).” You will then be directed to ACWWA’s secure payment portal. Once you have reached the payment 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” which will allow you to access the above-mentioned information, including signing up for reoccurring payments. Enter your account number and you will be prompted to create a user name and password. Within ACWWA’ secure payment portal, you will be able to manage your account as follows:

- Pay Bills Online by credit card (there is a credit card processing fee, \$2.50 for every \$100 you are paying)
- Set up AutoPay
- Manage your Payment Methods
- View Bills
- View Usage and Account History
- View Account Information
- Change your Password
- Manage your Communication Preferences

ACWWA accepts payments in many forms, including Cash, Check, Credit Card or Money Order. Please make checks and money orders payable ACWWA only. To ensure the payment is posted correctly; please include the remittance portion of the bill with the payment and **note the account number on the payment**. The account number is located on the remittance portion of the bill. Your bills are generated and mailed/emailed the first week of each month. We only have one billing cycle. If at any time you do not receive your bill, you can view it online or give

our office a call. Payments are due upon receipt and are always considered past due after the 25<sup>th</sup> of the month.

Monthly bills should be mailed to: PO Box 172608, Denver, CO 80217-2608 or deposited in the Drop Box which is adjacent to the front office doors at ACWWA's main office located at 13031 East Caley Avenue in Centennial, CO 80111 (major cross streets are E. Arapahoe Rd. and S. Peoria St.).

Bills may be paid by phone by dialing (303) 536-1552 and following the prompts.

Bills may be automatically paid from a checking or savings account by completing the Electronic Funds Transfer form (EFT – Debit Authorization) This form is available on the website or by contacting ACWWA's billing department at (303) 790-4830 extension 316. Bills may also be automatically paid from your credit card via Electronic Funds Transfer. Go online at [www.acwwa.com](http://www.acwwa.com). Click on "Pay My Bill" on the left-hand bars, then click on the "[click here](#)" link. Once you have reached the payment portal, please **REGISTER**, using the account number. Under **Help**, select the link "I want to manage my payment methods." This will allow you to securely enter your payment information.

In support of the "**Go Green**" campaign, ACWWA encourages customers to receive bills via e-mail and to use the online forms located on the website whenever possible. To sign up for E-Invoice, you can either send an email including your account number to [billpay@acwwa.com](mailto:billpay@acwwa.com) and request E-Invoice only or paper and E-invoice or once you have registered your online account, you can click on the link entitled, "I want to change my communication preferences."

Our website ([acwwa.com](http://acwwa.com)) provides an excellent source of information including **Customer Service**:

[Account Authorization Form](#)

[EFT Debit Authorization](#)

[Frequently Asked Questions](#)

[High Efficient Clothes Washer Rebate](#)

[Change of Billing Address](#)

[Pipeline Newsletter](#)

[Rates and Fees](#)

[Rules and Regulations](#)

[Watering Schedule](#)

Most customers want to know how much their water/sewer bill is likely to be each month. In an effort to promote efficient water use, ACWWA has adopted Conservation Block Rates. This means that the more water you use, the higher the billing rate. The example below shows the block billing rates for ACWWA's main service area. If you are a new customer in the Elkhorn service area, please call our office for those rates (303) 790-4830.

Usage gal/mo	From	To	Rate
Block 1	0	4,000	\$4.45
Block 2	4,001	10,000	\$5.56
Block 3	10,001	30,000	\$6.95
Block 4	30,001	Above 30,001	\$8.69

## Monthly Service Charges Defined

(Can include, but not limited to)

Water Usage - Consumption Usage billed at rates in the above table

Sewer - Consumption billed at a flat fee of \$5.52 per 1,000 gallons

Sewer Service Fee – Monthly service fee billed \$22.07 each month

Monthly Water System Investment Fee – Monthly investment fee billed at \$26.50 per month

Water/Irrigation Service Fee – Monthly service fee billed at \$44.65 per month

Irrigation – For those customers with a separate irrigation meter – Consumption Usage billed at rates in the above table

\* **Water/Irrigation and Sewer Service Fee:** The flat monthly fee imposed on all customers to cover ongoing operation and maintenance expenses related to the water/irrigation and sewer systems

\* **Monthly Water System Investment Fee:** Water charge imposed on all customers to secure renewable resources

\* **Water Usage and Sewer:** Actual usage (readings in 1,000 gal)

## Water Quality

Here at ACWWA, we work around the clock to provide top quality water to every tap. ACWWA's current supply of water primarily consists of deep groundwater wells and shallow alluvial wells along Cherry Creek. Ground water comes from shallow (alluvial) and deep aquifer wells. Certain characteristics which are common and are associated with ground water sources can lead to issues with taste and hardness levels. Ground water contains several natural occurring minerals. These minerals affect the aesthetic (not a health concern) quality of water. These minerals can affect the color, odor and clarity of the drinking water.

We are committed to ensuring that the quality of your drinking water is in compliance with government standards and we are pleased to report that your water meets or exceeds all primary and secondary standards set for safety. The drinking water that ACWWA provides has been tested and continues to be routinely tested for compliance with all drinking water regulations.

## Common Complaints: Causes and Solutions

### **Water Pressure**

Water pressure for the entire main water pipes that ACWWA owns will range from 60 psi to 150 psi, depending on the location of the main pipe. ACWWA recommends that all customers have a pressure reducing valve located inline on the pipe going into your home or business. This will regulate the pressure coming into your house. Any adjustment on the pressure reducing valve should be done by a plumber or the home owner. This is standard for all water systems.

## Leaking Toilets

Of the many types of water waste in the average home, toilet leaks are the most common. The more water lost to leaks, the higher the cost of water and sewer bills become. Finding a toilet water leak is the first step to decreasing water waste and costs in your home or building. Our package of 2 Toilet Leak Tablets (or a couple of drops of food coloring) is the easiest and most cost effective toilet leak detector method available. Drop the Dye tablet into the toilet tank and lightly stir it. After approximately 10 minutes have passed, check the bowl for color. If color appears, there is a toilet water leak. Call ACWWA after fixing your leak and ask about our Uncontrollable Water Usage Policy.

## Spotting and Residue

White residue buildup and white spots are generally caused by the deposition of calcium and calcium compounds. Calcium is prevalent in the alluvial well water sources. Calcium is a naturally occurring mineral that is very abundant in the earth's surface. It is commonly leached into the water as it travels through the alluvial sands. Calcium compounds contribute to "hard" water. Hard water characteristically leaves deposits of a white residue on glassware and other surfaces especially, dishwashers. The results of tests for hard water are expressed as total dissolved solids (TDS) in milligrams per liter (mg/L) or as grains per gallon (gpg). ACWWA's water generally has a TDS of 450 mg/L and 14.5 gpg. This is considered very hard water. This is lower than the Secondary Drinking Water Standard of 500 mg/L of TDS.

To help minimize the spotting and residue:

- Discontinue using the "Sanitizing" (high heat) cycle of the dishwasher
- Change dishwashing detergent to Lemi Shine or Dishwasher Magic

## Color and Staining

Well water contains varying amounts of iron and manganese. These minerals are naturally occurring in the earth's crust. These minerals are leached and become dissolved in the water as it percolates into the soil. When dissolved iron is oxidized it changes from nearly colorless to varying shades of red. The color of the water that contains oxidized iron can appear faint yellow to extreme dark red almost brown. Dissolved iron can be oxidized due to turbulence from pumping, turbulence in the distribution system or by chemical additions such as chlorine. Chlorine is added as a requirement by federal drinking water regulations so some oxidation does occur.

The use of oxidizing cleaners especially those containing chlorine can cause staining of clothes in the laundry. Chlorine free laundry detergents are recommended. Several retinal products such as CLR and Lime Away help remove iron deposits from most surfaces. Vinegar can also be used to remove and soften these deposits. Muriatic Acid can be used to remove iron stains from concrete.

If discoloration water occurs through your faucets, try running only the cold water at one faucet (bathtub) for about 5 minutes and you should see that the water becomes clear. (Note: that running the hot water, rather than cold water, pulls from the hot water heater and may delay or cause the water to not run clear.) If the water doesn't clear up after 5 minutes, wait for a few hours and try running the cold water only again.

Discolored water has to be removed from the system by flushing. Flushing expels the iron sediment that has accumulated in the piping. This is only effective in the specific location of the complaint and may require subsequent and periodic flushing in the future. Please contact us if discoloration continues so we can investigate it further: **303-790-4830 at our Water Quality extension 345.**

## Odor

Groundwater sources contain varying amounts of sulfates. Sulfates are naturally occurring in the limestone formations found primarily in deep wells. Water leaches sulfates as it percolated into the ground. Sulfates can be converted to sulfides when oxidized. Oxidation can occur due to chemicals, water turbulence, or bacterial metabolic processes. Hydrogen sulfide gas is the "rotten egg" odor most commonly experienced in home hot water systems. The metabolic processes in home hot water systems can be rendered minimal by turning up the hot water heater thermostat to the "high" setting for a minimum of six hours. Open the "hot" water faucet allowing the water to run until it is "cold".

## Water Efficiency

ACWWA has developed a water efficiency program to provide our customers with the tools they can use to reduce their water use. Reducing water use can translate into healthier landscapes, less impact in the environment and best of all, reduced water bills.

Because Colorado weather can vary drastically year to year, ACWWA staff continuously evaluates our system and potential water supplies. Water efficiency may be implemented in the spring and summer months. For more information, look for our tab **Water Efficiency** on ACWWA's website. Information will also be included in your ACWWA utility bill.

*ACWWA is delighted to have you in its service area!*

## 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 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, to 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 make 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 of \$50 charge (\$75 after hours) 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.

The water pressure for the entire main water pipes that ACWWA owns will range from 60 to 150 PSI (pounds per square inch) depending on the location of the main pipe. ACWWA recommends that all customers should have a PRV (pressure reducing valve) located inline of the pipe going into the home or business. The valve is created to reduce pressure. Any adjustment on the pressure reducing valve should be done by a plumber or the home owner. This is the standard for most water systems.

