



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

acwwa.com

billpay@acwwa.com

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

Welcome New Customer

Account Number: _____ Password: _____

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. You can also find a PDF version of the Welcome Packet at www.acwwa.com/customerservice.

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 will 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 to learn more about this important project.

History of ACWWA

In November 1995, the voters in the Arapahoe Water and Sanitation District (AWSD) voted to dissolve the AWSD for all purposes except to establish an annual mill levy sufficient to pay for the District's outstanding general obligation bonds. Final dissolution of AWSD was approved by court order dated March 4, 1996, and AWSD 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 2nd 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 nine positions on the ACWWA Board of Director. These Board positions are appointed annually at the discretion of the Arapahoe County Commissioners. ACWWA's current Board of Directors consists of the following:

Ken Beard, President
Doyle Tinkey Vice President
Geri Santos-Rach, Secretary
Brad Cromer, Treasurer
Jeff Baker, Director*
Nancy Sharpe, Director*
Tom Wood, Director
Keith Gardner, Director*

*Arapahoe County Commissioner

ACWWA's Executive Team consists of the following:

Steve Witter, General Manager
Kevin McBrien, Engineering Manager
Martin Stegmiller, Operations Manager
Kate McRae, Director of Finance & Business Operations

[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 with any changes or visit our website acwwa.com for the Change of Billing Address Form. If you are renting your property, 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 / Forms** tab.

Bill Payment

Your account can be accessed at ACWWA’s website by using the account number and Password (found at the top of the first page). Simply go to our homepage at acwwa.com, and under the Customer Resources tab, click on: **Online Bill Payment**. Our Online Billing service allows you to:

- Pay Bills Online by credit card (there is a credit card processing fee, \$2.75 for every \$100 you are paying)
- View Bills
- View Account History
- View Account Information
- Change Passwords

ACWWA accepts payments in the forms of Cash, Check, 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 are located on the remittance portion of the bill. Your bills are generated and mailed 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 25th 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 automatically paid from a checking or savings account by completing the Electronic Funds Transfer form (EFT – Debit Authorization) and attaching a VOIDED check. This form is available on the website or by contacting ACWWA’s billing department at (303) 790-4830 extension 316.

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, send an email including your account number to billpay@acwwa.com and request E-Invoice only or paper and E-invoice.

Our website (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](#)

[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 as follows:

Usage gal/mo	From	To	Rate
Block 1	0	4,000	\$3.84
Block 2	4,001	10,000	\$4.79
Block 3	10,001	30,000	\$6.00
Block 4	30,001	Above 30,001	\$7.50

Monthly Service Charges Defined

(Can include, but not limited to)

5/8” Irrigation Meter - Consumption Usage billed at rates in the above table

Sewer Usage - Consumption billed at a flat fee of \$5.00 per 1,000 gallons

Sewer Monthly Service Fee – Monthly service fee billed \$19.99 each month

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

Water/Irrigation Monthly Service Fee – Monthly service fee billed at \$39.67 per month

Water Meter – Consumption Usage billed at rates in the above table

*** Monthly Service Fee (Sewer and Water/Irrigation):** 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

* **Consumption:** Actual usage (readings in 1,000 gallon units)

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.

If you have any questions or concerns regarding your water quality, please call the office at (303) 790-4830 x376.

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 effect 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 376.**

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 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.

