



# THE Pipeline

YOUR CURRENT WATER INFO SOURCE

Spring / Summer 2012  
NEWSLETTER

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## 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 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.



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

**ACCOUNT AUTHORIZATION FORM**

ACCOUNT: \_\_\_\_\_ DATE: \_\_\_\_\_

OWNER NAME: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_  
STREET \_\_\_\_\_

PHONE: ( ) \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_  
STREET \_\_\_\_\_

I, \_\_\_\_\_, authorize \_\_\_\_\_ to make the following item(s) concerning \_\_\_\_\_:

All Account Details  Payment Information

Copy of BILL E-Invoice (Available)

NAME / COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
STREET \_\_\_\_\_

PHONE: ( ) \_\_\_\_\_

THE OWNER OF THE PROPERTY

PLEASE REMOVE \_\_\_\_\_

Owner Signature \_\_\_\_\_

Owner Printed Name \_\_\_\_\_

Office Use Only \_\_\_\_\_

PLEASE FAX TO: \_\_\_\_\_

**CHANGE OF BILLING ADDRESS**

Name: \_\_\_\_\_

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

Property Address: \_\_\_\_\_

Please change my billing address to: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

ACWWA needs your help

Please check if you would like to receive bills via e-mail

Signed: \_\_\_\_\_

Please fax to: 303-790-9364

**EFT - Debit Authorization**

I (we) hereby authorize Arapahoe County Water and Wastewater (ACWWA), hereinafter called COMPANY, to initiate debit transactions from (our) account indicated below and the financial institution hereinafter called FINANCIAL INSTITUTION, to debit (our) account for the monthly payment of water usage. I (we) hereby authorize the origination of EFT transactions to my (our) account in accordance with the provisions of U.S. law.

Financial Institution Name: \_\_\_\_\_

ABA (Routing) No.: \_\_\_\_\_

Account No.: \_\_\_\_\_

Type of Account:  Checking  Savings  Business  Personal

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.

Print Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Service Address: \_\_\_\_\_

ACWWA Account #: \_\_\_\_\_ Location #: \_\_\_\_\_

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 20<sup>th</sup> of the current month to start Auto Pay the following month. ACWWA will withdraw the funds on the 20<sup>th</sup> of every month or the closest business day after.

Please make sure your account number is on payments & forms

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 Conservation)

### Toilet Leak Detection Kits

Compliments of ACWWA

Available at our office:

13031 E. Caley Avenue, Centennial

**ACWWA**  
ARAPAHOE COUNTY WATER AND WASTEWATER AUTHORITY  
13031 E. CALEY AVE.  
CENTENNIAL, CO 80111  
(303) 750-4000

**2012**

**RESIDENTIAL CLOTHES WASHER  
REBATE APPLICATION**

**ONLY ONE CLOTHES WASHER REBATE PER RESIDENCE**

**STEP RESULTS**

Residence must have a qualifying water conservation device installed by 12/31/2012.  
Please bring this application to our office.

(1) First purchase a qualifying clothes washer and submit rebate request within 90 days of purchase date. (Use or to help choose an eligible purchase visit [www.arapahoewater.org/water\\_conservation](http://www.arapahoewater.org/water_conservation) for a complete list of qualifying washing machines with a water factor rating ranging 0.8 or less.)

(2) Attach a copy of the sales receipt, which must include the date, washer brand, and washer model number in order to qualify. (Save the original for your records.)

(3) Complete this application and the rebate check(s). Submit a copy of your identification along with this application, a photo of the clothes washer, and the rebate check(s) to ACWWA within 90 days of purchase date.



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 1<sup>st</sup> 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  | 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 |    |    |

### 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 | 31 |    |

### 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

