

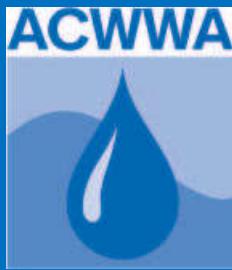
# THE Pipeline

YOUR CURRENT WATER INFO SOURCE

## Spring Volume I NEWSLETTER



-  Long-Term Water Supply
-  Safety In Drinking Water
-  ACWWA Survey
-  Payment Options



13031 E. Caley Avenue  
Centennial, Colorado 80111

Phone: 303-790-4830  
[Billpay@arapahoewater.org](mailto:Billpay@arapahoewater.org)  
Website: [ACWWA.com](http://ACWWA.com)

## Long-Term Water Supply



**ACWWA** believes that securing a long-term water supply for our customers is critical to the future of our service area. Like many of our neighboring water districts, one of our primary water supplies has come from deep groundwater wells. This water source, however, is not being recharged. That's because deep groundwater in the south-metro area is not being replenished by rain and snow runoff. Over time, the costs to use this water supply will increase and it will no longer be an efficient and reliable water supply for us.

So, like our many of our neighboring water districts, we have engaged in the acquisition and development of renewable surface water to support our current and future customers. We continue to develop ACWWA Flow, which is a long-term water supply project to protect the water needs of our customers. We started receiving water from this project in 2013 and will continue to expand the use of this supply to improve our water quality and water reliability.

Another aspect of our long term water strategy is the reusability of our water supply. ACWWA currently has systems in place to allow us to reuse our water supplies. This reduces costs and helps to maximize our water supply by using some of our water a second time for irrigation uses.

Yes, we have taken some very positive steps to securing a reliable and long-term water supply to help protect local property values and ensure quality of life, both today and into the future. You can learn more by visiting our website, [ACWWA.com](http://ACWWA.com)

# Safety In Drinking Water

Our certified operators test safety of your drinking water on a regular basis to help ensure it remains safe to drink. In addition, our operators take samples of the water in the distribution system for additional safety precautions that are not required by the State of Colorado, such as hardness and iron levels. This enables us to deliver safe drinking water that meets and/or exceeds the state and national standards.

Like all public utilities, we publish a water quality report called the Consumer Confidence Report (CCR). The CCR is an annual water quality report that is required by the 1996 Amendments to the Safe Drinking Water Act and the right-to-know provisions of that Act. Every customer of ACWWA has the opportunity to review it annually or at any time on our website.

## And the Survey Said...

We were pleased to discover that respondents recognized and appreciated our new customer service team, management, and secure long-term water supply. There were a couple of neighborhoods that expressed concern about discolored water. We do want to reassure everyone that ACWWA's drinking water has always met or exceeded the state's stringent water quality standards. But no window dressing can disguise the fact that it looks undrinkable when it doesn't flow clearly.

So, in addition to stepping up our normal pipeline cleansing protocols (flushing), we are looking at other options to remove any accumulated minerals that occur naturally in groundwater and can settle inside of the pipelines. Should you experience persistent discoloration in your water when using only cold water we urge you to contact us. Learn more about water quality on our website under FAQs for water quality and look for a schedule of spring flushing in your neighborhood.



## Make your bill paying easy!

### Sign up for Automatic Withdrawal (ACH)

Simply complete the EFT/Debit Authorization Form found on ACWWA's web page at [ACWWA.com](http://ACWWA.com) and provide a voided check. You may return your form to ACWWA via:

Email: [billpay@arapahoewater.org](mailto:billpay@arapahoewater.org)

Fax: 303-790-9364

US Mail or drop off: 13031 E. Caley Ave., Centennial, CO 80111

\*Monthly payments are drawn from the designated checking/savings account on the 20<sup>th</sup> (or the next business day) of each month.

### Credit Card

Credit card payments may be made either in person or via ACWWA's web page at [ACWWA.com](http://ACWWA.com). Simply use the Customer Service drop-down menu for Online Bill Pay. A small convenience fee will be assessed based on the transaction amount. This fee does not go to ACWWA, but is collected by our secure payment processing vendor to cover the costs of the transaction.

### Checks and money orders

Checks and money orders are accepted via the US Postal Service and in our office: Mailing Address:

**ACWWA**

**P.O. Box 172608**

**Denver, CO 80217-2608**

All payments are due upon receipt, but no later than the 25<sup>th</sup> of each month.