

Welcome to 2020.

The Hoover Hill Water and Sanitation District (HHWSD) would like to extend a Happy New Year to all our customers.

In 2019, HHWSD grew their reserve to \$500,000; per our plan to increase funding for capital improvements. The board had planned to start a project to replace the water lines on Ridglea Way but the contractor bids came in 30% over the projected budget. This project was postponed to 2020 when we hope to obtain more favorable bids for the work.

Water testing in the community was conducted throughout 2019 and we are happy to confirm there were no issues with any of the tests performed.

The plan for 2020 is to complete the Ridglea Way pipe replacement and grow reserves for a second replacement project in 2022. Ramey Environmental will take over maintenance of the one sewage lift station. That work will also include cleaning the lift station and any mechanical maintenance required.

The City of Boulder has again increased water and wastewater rates 7% and 5% respectively. You may have read the article in September 15, 2019 Daily Camera on the Council's proposed 2020 budget. Unfortunately, the City uses water and wastewater charges to balance their budget and these costs are passed directly to HHWSD in our rates for water and wastewater from the City of Boulder. To cover these increases, HHWSD will be raising the water and wastewater rates for 2020. The rate changes are included in this notice and have a planned implementation date of February 1, 2020.

Each home has an RF transmitter with the water meter. The district will replace faulty transmitters. You are responsible for making sure the water meter is clear of debris and accessible so we can read your meter monthly and replace the transmitters when necessary. We cannot access or read meters covered by landscaping or intentionally damaged. Please take care to ensure your meter is accessible and clear of debris. If you have questions on the location of your meter, please contact the manager and we will assist you in locating your meter.

The board meets monthly at the Rocky Mountain Fire Department located at 7700 Baseline Rd in the training room at 6:45 p.m. The meeting schedule for 2020 is detailed on the 2020 Utility Policies, Rates and Fees. Anyone may attend the Board meeting. If you'd like more information please contact the manager Cade at cade@metro-district.com.

There have been requests to provide actual usage per month with the water and sewage bill. We operate using an Increasing Block Rate pricing model (tiered water usage table) and the following example illustrates how you can calculate your monthly usage.

Current read equals the total gallons used since the meter was installed. Monthly consumption can be tracked by taking the difference between the current month and the prior month's reading.

Current Read : 9629256
 Date Read : 29 Sep 2017
 Account No : 1160

HHWSD NOW OFFERS AUTO PAYMENT: Pay your bill automatically with no late fees and no worries. Enroll in Autopay by emailing cade@metro-district.com to request your enrollment form.

Item & Description	Qty	Amount
WATER BASE CHARGE The water base fee is a flat rate per month based upon the size of your meter. This fee covers meter maintenance and other administrative costs.	1 Charge Per Month	19.00
SEWER FEE Like the water base fee, the sewer base fee is a flat rate per month. Since there is no sewer meter, all single-family residential customers pay the same monthly rate.	1 Charge Per Month	55.51
TIER 1 USAGE consumption charge	8,999 gallons	19.26
TIER 2 USAGE consumption charge	14,000 gallons	49.98
TIER 3 USAGE consumption charge	22,000 gallons	141.46
TIER 4 USAGE consumption charge	15,000 gallons	139.35
TIER 5 USAGE	66,189	1,036.52

HHWSD uses an **Increasing Block Rate** for pricing its water as an economic instrument for improving water use efficiency and securing financial sustainability of our water utilities and operations. Total water used each month can be calculated by adding the quantity of water billed in each tier. This bill was for 126,188 gallons. (8999 + 14000 + 22000 + 15000 + 66189).

HHWSD keeps records of usage and will provide usage history if you are concerned with irregular usage increases that may indicate a leak or if you don't feel comfortable calculating your consumption.

Thank you from the HHWSD Board of Directors and the Manager,

HOOVER HILL WATER AND SANITATION DISTRICT

720-432-6322

2020 UTILITY POLICIES, RATES AND FEES: Effective February 1, 2020

BOARD OF DIRECTORS: Resident members were elected to govern HHWSD District. The Board has authority to adopt and amend Rules and Regulations pursuant to CRS 32-1-1001(1). The current Directors are:

Name	Position	Address	Email
Tania Ertl	Secretary	6691 Lakeview Dr.	Tania@hhwsd.org
Dave Foss	President	1185 Westview Dr.	fossdw@yahoo.com
Emelita Gagne	Director	1461 Westview Drive	emelitagemma411@gmail.com
Michael Waggoner	Director	930 Crestmoor Dr.	waggonem@hotmail.com
David Williams	Vice President	1069 Crestmoor Dr.	David@hhwsd.org

DISTRICT MANAGER: The Board has contracted with a District Manager who is responsible for billing, accounting, budget submission, statutory filings and general business of the District. Questions and problems regarding billing, water, sewer, and general business should be directed to the Manager, Cade Bertrand 720-432-6322 or Cade@prevelantanalytical.com. **For Water and Sewer problems or questions after hours please contact the City of Boulder at: 303-413-7100 & 303-441-3245.**

BOARD MEETINGS: Meetings are held at Rocky Mountain Fire Department, 7700 Baseline Road, Boulder, CO beginning at 6:45 p.m. The meetings are open to the public and will take place on the following dates: 1/21/2019, 2/18/2019, 3/16/2019, 4/21/2019, 5/19/2019, 6/17/2019, 7/20/2019, 8/18/2019, 9/15/2019, 10/21/2019, 11/17/2019, 12/15/2019

FEES FOR SERVICE: The Board determines water and sewer fees to the homeowners based on the charges from the City of Boulder for water and sewer to the District and current year operating expenses. The charges from the City of Boulder for water will increase 7% and sewer 5% in 2020.

SERVICE	USAGE	CHARGE PER MONTH
WATER BASE CHARGE		\$46.4
TIER 1 USAGE	1,000 - 8,999 Gallons	\$2.64 per thousand gallons
TIER 2 USAGE	9,000 - 22,999 Gallons	\$4.42 per thousand gallons
TIER 3 USAGE	23,000 – 44,999 Gallons	\$7.95 per thousand gallons
TIER 4 USAGE	45,000 – 59,999 Gallons	\$11.48 per thousand gallons
TIER 5 USAGE	60,000 and over	\$19.36 per thousand gallons
SEWER FEE		\$64.26

Note: The increase in usage rates by Tier is designed to encourage conservation.

BILLING PROCEDURES: Bills are mailed on the first week of each month. Payment is due in full by the end of the month. A \$35.00 fee is assessed for all Non-Sufficient Funds checks submitted to the District.

PAST DUE ACCOUNTS:

- Any account that is past due for fees, penalties, charges, or costs shall incur a \$1.00 per month non-payment penalty and a late charge of 1.5% per month.
- Property owners shall be responsible for all costs of collecting unpaid fees, penalties, or charges; including fees for discontinuing and reinstating service and attorney's fees.
- The District may discontinue service to any property for which the account is past due after the Manager has given a Courtesy Notice at 60 days (which will be included with the water & sewer invoice) and Final written notice by U.S. mail to the resident of the property at 90 days. At the time the Final Notice is mailed a \$30 late fee shall be charged to the account. Outstanding accounts will be given one Courtesy Notice; with all future Notices being considered Final Notices with the accompanying \$30.00 Final Notice fee. Once Notice is given partial payments will not be accepted.
- When utility connection is disconnected**, there will be a Shut Off fee of \$75 and an additional Restoration of Service fee of \$100. Service may be reinstated by payment of the shut off fee, restoration fee and any and all past due amounts will still accrue while utility connection is disconnected.)
- All Water Base Charges & Sewer Fee will accrue while utility is disconnected
- It is an option of the Board of Directors to certify the delinquent accounts to the County Treasurer for collection along with taxes. Such

accounts may then be collected by the County and the proceeds distributed to the District. CRS 32-1-1101(1)(e)

SPECIAL METER READS, TRANSFER FEE & FINAL BILLING: Contact the District Manager and provide the name of the new owner or responsible part and address to send the final bill. Charges will be prorated to the date of effective change.

- The fee for Special Meter readings shall be \$100.
- The transfer fee for changing the name of the occupant/responsible party is \$25.
- The fee for preparing documents for Title Companies; which includes reading the meter, preparing the final bill and changing ownership shall be \$125.
- Please note that the Board may file property liens with Boulder County for unpaid water and sewer charges.

LINE RESPONSIBILITY: All water-main maintenance is the District's responsibility. Sewer main-line is maintained by the City of Boulder. All service lines are the responsibility of the owner. Water service lines extend from the meter to the house. Sewer service lines extend from the sewer main-line to the house.

EASEMENTS: Easements exist for access to the water and sewer lines. These easements are noted on your Improvement Survey. Please note their location and insure their access.

ACCESS: Homeowners are responsible for providing unobstructed 24-hour access to all water meters and sewer manholes for maintenance without prior notice. For sewer maintenance large equipment must be able to reach the manhole. Water lines must be accessible. If any easement is obstructed, special access arrangements must be made with the District by the homeowner. The District is not responsible for restoring improvements on easements. Easements should be kept clear of vegetation and any other materials that could damage sewer lines. Particular attention should be given to trees and their roots. Maintenance of the easement is the sole responsibility of the homeowner.

SEWER POLICIES:

1. Permits must be obtained from the City of Boulder to connect or change any connection to the wastewater main. No unauthorized person shall tap or connect to any part of the wastewater utility.
2. No person shall deposit in any part of the wastewater utility any substance that would tend to contaminate or interfere with the bacterial action in the treatment process, (e.g., oils, grease, poisons, acids, or caustics).
3. Failure to adhere to sewer policies could result in legal action or discontinuance of service.
4. The District adheres to the codes, rules, and regulations of the City of Boulder. See Boulder Revised Code, Title 11 Utilities and Airport, Chapter 2, Wastewater Utility.

METER AND WATER POLICIES:

1. All meters must be set by the City of Boulder or HHWSD.
2. **It is the owner's responsibility to keep the meter pit level with the ground and to maintain at least 3 feet of unobstructed access surrounding the meter and 5 feet of vertical clearance above the meter pit.**
3. Meter damage due to apparent negligence by the owner or his agent will be the owner's liability and the cost of repair will be at the owner's expense.
4. No person shall tamper or interfere with any meter or meter seal or so arrange water service or piping so that the meter will not record the usage of water.
5. No person shall make any tap or install any device or plumbing connection within the meter pit.
6. The District shall maintain, test, and repair all meters as required. Any leak around the meter should be reported to the Manager.
7. Failure to adhere to these policies may force the District to hire contractors to amend the failure. Costs of the repair will be added to the homeowner's water charges. (However, notice will be sent prior to hiring the contractors and 30 days will be allowed to correct the situation.) Violating any of these policies could result in legal action or discontinuance of service.
8. **DO NOT OPEN OR REMOVE THE COVER FROM THE METER PIT. IF YOU HAVE CAUSE TO ENTER THE METER PLEASE CONTACT THE MANAGER.**

HYDRANTS: All fire hydrants are the property of the District and shall be tested and maintained by the District. The area to the fire hydrant must be unobstructed, and at least 5 feet surrounding hydrant must be unobstructed. No person other than the District's authorized personnel or the fire department shall open or operate the hydrant.

SPRINKLER SYSTEMS: An improperly installed sprinkler system is a potential health hazard to the entire District. All sprinkler systems are required to have an anti-siphon valve installed to prevent water from backing up from the sprinklers into the water-mains in case pressure is lost in the water-main.

CROSS-CONNECTION CONTROL AND BACKFLOW PREVENTION

HHWSD is responsible for protecting the public water system from contamination due to backflow occurrences through its distribution system and water service connections in accordance with CDPHE Regulation 11. HHWSD needs the assistance and the cooperation of the public to ensure this responsibility is met and may request access to a property or facility to conduct an on-site cross-connection control audit. HHWSD requires the installation of a containment assembly on commercial property service lines. Failure to comply with installation, maintenance, and annual testing requirements of the HHWSD or City Of Boulder's Cross-Connection Control Section

may result in suspension of service. Boulder Revised Code [11-1-13](#) will be used to determine the if an assembly is required and Code [11-1-25](#) will serve as the basis for selecting the method to control a cross connection.