

Dear Hoover Hills Water and Sanitation Customer,

Happy New Year and welcome to 2021.

Within this notice you will find information regarding events that occurred in 2020, plans for 2021, and reminders regarding past due balances and water meters.

Effects of the Pandemic

2020 was a unique year for our Utility with the Coronavirus impacting operations, influencing our standing practices due to executive orders from the Governor, and labor and supply scarcities delaying shovel ready capital projects. We recognize the Coronavirus has been a tremendous burden on all customers and hope the service disconnect moratorium and late fee waivers that were granted over the last several months have offered some relief.

Past Due Balances

As prospects improve for our community and the Governor's Executive Orders sunset, we will be returning to our normal past due collection policies. As a reminder: past due balances are still a responsibility of each customer currently carrying them and are being tracked. The temporary relief granted during the last several months will eventually go away. If you have an outstanding balance and wish to avoid penalties including fines and/or water service shut off, please bring your account current as soon as possible and prior to the District resuming normal collection practices.

2020 Events

Water testing in the community was conducted throughout 2020 and we are happy to confirm there were no issues with any of the tests performed. Ramey Environmental has been maintaining our sewage lift station which has included cleaning, electrical and mechanical oversight of the systems.

The District grew reserves by \$150,000 per our plan to fund capital improvements. The Board had planned to start a project to replace 1300 feet of water line on Ridglea Way, but the second round of bidding evidenced both the costs of materials and labor are in high demand and are expected to remain so well into the immediate future. Bids came in more than 50% over the projected budget and the Board determined it is preferable to wait on the capital investment initiative for the time being.

In addition, the City has initiated two projects within our district boundaries that will require in ground adjustments to our water lines at our expense. These are happening on Baseline near the intersection with Cherryvale and near the Westview/Ridglea intersection and construction is planned for the Spring of 2021. The work is being done by the City and will include carrying out our share of the project thereby saving us the costs of additional bidding and staging.

Plans for 2021

The plan for 2021 is to continue to build reserves to insure an adequate financial cushion is available should the District need to act in the event of an emergency and intends to reassess the prospect of bidding the Ridglea Way pipe replacement when market dynamics present more favorably.

2021 Water Rates

The City of Boulder has, again, increased water and wastewater rates. This year our costs are going up 8% for water and 5%

for wastewater. As has been true in the past and is still the case now, the City uses water and wastewater charges to balance their budget and these costs are passed directly to HHWSD as a wholesale customer of the City of Boulder. To cover these increases in operating costs, HHWSD will be passing along the rate increase and will be raising the water and wastewater rates for 2021 to a commensurate degree. The rate changes are included in this notice and have a planned implementation date of February 1, 2021

Water Meters and Replacements

Each home has a water meter registering consumption of water for the property via cellular transmitter that is battery powered. These batteries are exceptionally long lasting and perform for well over a decade, however, as these meters age and the batteries reach the end of their useful life, the signal fades. The District seeks to replace meters before this point but cannot always keep up. If your meter is replaced due to a faulty or failing transmitter, it is possible consumption might not have registered in the past. Consumption that was not registered in the past was also not billed. It is possible to manually interrogate these failed meters and register the unlogged consumption. In the event your meter failed and did not transmit the full consumption amount, a retroactive correction will be added to your current month's bill. A retroactive billing for unlogged consumption will be billed at the lowest rate so as not to create a hardship on the customer.

One of the largest challenges associated with replacing failed meters is identifying their location on the property. Often meter pits, [typically identified by a 1' diameter metal lid (image provided to the right)] are reclaimed by landscaping, vegetation or erosion. As a homeowner it is your responsibility to maintain access to these meters year-round. An easement exists which allows for District representatives to access the water and sewer lines and it is your responsibility to insure this is kept available. Anything you can do to ensure the meter pit remains visible and well-marked helps to ensure meters are replaced promptly and without undue impact to the property. If you have questions on the location of your meter, please contact the District Manager and we will assist you in locating your meter.



Over the last year the District accelerated its replacement program installing 89 new meters many of which are newer cellular models that provide greater efficiency and conservation technology.

Board Meetings

The Board meets monthly via zoom: <https://us04web.zoom.us/j/4915934395> Meeting ID: 491 593 4395 or One tap mobile# (491)-593-4395 US Toll at 6:45 p.m. The meeting schedule for 2021 is detailed on the 2021 Utility Policies, Rates and Fees. Anyone may attend the Board meeting and if you would like more information, please contact the District Manager Cade Bertrand at cade@metro-district.com.

Thank you,
Board of Directors and Manager
Hoover Hills Water and Sanitation

HOOVER HILL WATER AND SANITATION DISTRICT
720-432-6322

2021 UTILITY POLICIES, RATES AND FEES: Effective February 1, 2021

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	boulderflygirl@hotmail.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 monthly via zoom: <https://us04web.zoom.us/j/4915934395> Meeting ID: 491 593 4395 or One tap mobile 4915934395# beginning at 6:45 p.m. The meetings are open to the public and will take place on the following dates: 1/19/21, 2/15/21, 3/16/21, 4/20/21, 5/19/21, 6/15/21, 7/20/21, 8/17/21, 9/22/21, 10/19/21, 11/16/21, 12/21/21

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 8% and sewer 5% in 2021.

SERVICE	USAGE	CHARGE PER MONTH
WATER BASE CHARGE		\$50.11
TIER 1 USAGE	1,000 - 8,999 Gallons	\$2.85 per thousand gallons
TIER 2 USAGE	9,000 - 22,999 Gallons	\$4.77 per thousand gallons
TIER 3 USAGE	23,000 – 44,999 Gallons	\$8.59 per thousand gallons
TIER 4 USAGE	45,000 – 59,999 Gallons	\$12.4 per thousand gallons
TIER 5 USAGE	60,000 and over	\$20.91 per thousand gallons
SEWER FEE		\$67.47

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

BILLING PROCEDURES: Bills are mailed during 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:

1. 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.
2. 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.
3. 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.
4. **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.(Penalties and late charges will still accrue while utility connection is disconnected.)
5. All Water Base Charges & Sewer Fee will accrue while utility is disconnected
6. 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 party 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 if an assembly is required and Code [11-1-25](#) will serve as the basis for selecting the method to control a cross connection.