

## Care about Your Water?

**Watch for Leaks.** If you see a leak, exposed pipe or other potential issue, please report it. Our operators see many things, but can't see everything. Your help is greatly appreciated.

**Stay Informed.** We email information on outages, construction and changes in the district, and we don't share your email address with anyone. We also provide updates and a variety of information on our website. To sign up to our email list, please send a request to [soneill@crsofcolorado.com](mailto:soneill@crsofcolorado.com).

**Help your Neighbor.** If you have neighbors who don't use email or the internet, help them stay informed.

**Conserve Water.** We have periods of drought and of wet weather. When we have a drought or when, for any other reason, we need to conserve water, your actions make a significant difference in ensuring that all of your neighbors keep water service.

### Learn about your Water District.

*Want to learn more about how your water district works? We have a summary of our district in our Capital Improvement Plan, and the most current version is on our website. Wondering about financials? We put audits and current financials on our website, too. Wondering what your board does? Come to a meeting. All meetings are public. We also know that sometimes our meetings are long – no one minds if you drop in late or leave early.*

## In Case of Emergency

**(719) 488-2110**

**(303) 381-4960**

Water outages, leaks, problems with water or the district

**911**

Fire, crime, medical

Water outage and district information is also posted on the district's website at [www.FVAWD.com](http://www.FVAWD.com)

### Forest View Acres Water District

FVAWD  
c/o Community Resource Services of Colorado  
7995 E. Prentice Ave., Suite 103E  
Greenwood Village, CO 80111

(719) 488-2110  
(303) 381-4960  
Fax: (303) 381-4961

[www.FVAWD.com](http://www.FVAWD.com)

[soneill@crsofcolorado.com](mailto:soneill@crsofcolorado.com) – general info, billing questions, subscribe to FVAWD email list  
[BOD@FVAWD.com](mailto:BOD@FVAWD.com) – Board members & district management

## RESIDENT'S QUICK REFERENCE GUIDE

January 2013

## Forest View Acres Water District

### A Community Water District

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# The Fees on Your Bill

## About the Fees

**Water Usage** fees are primarily used in normal operations and are based on the amount of water used during the prior billing period, with prices increasing as increased amounts of water are consumed. This approach rewards customers who conserve water.

**Operations** fees (along with Water Usage fees) are primarily used in normal operations. This includes maintenance of treatment plants, wells, water intake structures, water pipes and land; meter reading; emergency response and repair; and water quality testing.

**Capital Improvement** fees are primarily used in building new facilities or making major improvements to existing facilities. Capital improvements differ from routine maintenance in that they are long-lasting and have a multiyear life. Recent improvements have included refurbishing our water tank, improving automation in our treatment plants, and lowering our Arapahoe well. Capital improvements are also funded through loans and grants; capital improvement fees are used to repay these loans and as matching funds for grants.

**Late Fees** are used to cover the expense of collecting past-due amounts from non-paying customers. Other collection fees and charges may also apply.

## Why are Fees this High?

There are two major reasons why our fees are higher than those in Colorado Springs or many other towns. First, we are a small community with large lots; thus, costs are spread over fewer people and there is more infrastructure per home than is typical in most communities. Second, our infrastructure is aging; this requires major investment to ensure that we all continue to have water service.

Financial problems resulting from the fraud discovered in 2005 have been completely overcome and are no longer relevant to our finances.

**Other Fees.** For detailed information about other fees, such as those associated with building new houses or tampering with district facilities, see FVAWD's Rules and Regulations (on our website).

# Your Monthly Bill

## Rates & Fees

### Water Usage

Tier 1: 0-4,000 gallons	\$8/1000 gallons
Tier 2: 4,001-7,000 gallons	\$12/1000 gallons
Tier 3: 7,001 gallons & up	\$16/1000 gallons

**Operations** \$40

**Capital Improvement** \$47

**Late Fee** \$5

## Billing Information

Meter reading is performed on the last weekend of each month. Bills are sent at the beginning of the following week. Payment should be sent to:

**FVAWD c/o CRS**  
**7995 E. Prentice Ave., Suite 103E**  
**Greenwood Village, CO 80111**

## Billing Questions?

Call **(719) 488-2110** or **(303) 381-4960** during normal business hours  
OR  
send an email to [soneill@crsolorado.com](mailto:soneill@crsolorado.com).

• **Coming in 2013** •

Ability to pay your bill via Credit Card

# Did You Know?

The single most important thing FVAWD does is to provide safe drinking water to our community of about 300 homes. We also provide:

- Local shut-offs when residents need to work on their homes and water lines
- Email notifications of construction activity and outages in the district
- Help in diagnosing unexplained high usage.

In 2012, FVAWD obtained a \$2,000,000 loan at 0% interest. We have begun using this money for capital improvements. You will see more construction projects and improvements in 2013 and beyond.

Your annual property taxes include a "mil levy" of 5 mills for FVAWD. This money is used exclusively to cover administrative costs, such as accounting, audits, elections and insurance.

Board members are elected for four-year terms and are term-limited to two full terms. Elections occur in even-numbered years. In 2014, three board positions will be open for election.

FVAWD provides the same water quality as large municipalities.

Our water operators are state certified to ensure safe drinking water and compliance with state regulations.

FVAWD is managed by a five-person elected Board of Directors. Board members are your neighbors and live or own property within the district. Administrative, billing and additional management services are provided by *Community Resource Services of Colorado*. Treatment plant and facility operations are provided by *ORC Water Professionals*.