

Brook Forest Water District

www.brookforestwater.org

Brookforestwaterdistrict@gmail.com

APRIL 2016 SECOND QUARTER NEWSLETTER

Water Shut Offs:

The first week of April you will receive your 2nd Quarter invoice. Payment has to be received at our billing office by April 30th, if not **RECEIVED** by then a \$20 late fee will be charged to your account.

If you have still **NOT** paid your 1st Quarter invoice it has to be paid in **FULL** by May 1st or we will **SHUT OFF** your water and additional fees will be incurred.

Water Mains – Fix it or Replace it:

As many of you may know the water mains within the Districts water system are aging and need to be replaced. Repairs are done every year to the lines to merely put a patch on main breaks that continue to occur. With the age of the lines an increase in repairs and maintenance costs are inevitable. The District is faced with the question – do we continue to repair the lines and pay for maintenance costs and continue to incur disruption of service to our customers or do we commit ourselves to long-term debt over a period of 20 or 30 years have new water mains with minimal maintenance?

How are we going to pay for a new water main?

In an effort to increase the District's cash flow to cover the rising costs of maintenance, repairs and other costs of operations of the District, we raised rates in January 2015. In addition, we changed our late fee structure (increasing late fees) to curb late and non-payment of water fees, which has made a big impact in the District's outstanding customer balances owed, which means more money for the District to use for operations. But where do the funds come from to pay for the capital, long-term projects? A portion of property taxes and water tap fees are part of the funds that are used for capital projects. The District did not receive any tap fees in 2015 and only one in 2014. Without the available capital on hand, a District has to seek outside sources to complete a project if not available from current funds in the bank.

The District hoped to replace a portion of the water mains in 2016, but due to a lack of capital reserves, the project will be put off until 2017 or 2018, when funds can be secured, in the form of a loan or bonds.

What is in Our Water? Good Question!

We have received questions from customers over the past few months as to what gets added to our water. The **ONLY** thing that the District adds to the water supply (as required by State law) is chlorine. We do not add fluoride or any other additive, any amounts that may be in the water are due to erosion of natural deposits. Our source of water comes from the wells in the District and the type of water is ground water. For further information, the most current Water Quality report may be found on our website under the publications section.

New Rates – Just a Reminder:

Please be advised, at the June 2015 Board meeting the Board of Directors approved an increase in certain rates (see attached "Appendix A" of the District Rules and Regulations). The quarterly Water Service Charges (\$120) and Readiness-to-Serve fees (\$60) will remain the same, however please note the main change to the rates is how the **Late Fees** will be charged. Beginning **JULY 1, 2015**, if a payment is made after the first month a \$20 late fee will be assessed and invoiced. If a quarterly invoice is not paid after an additional 30 days, a \$30 additional fee will be assessed and invoiced. If a payment is 90 days' delinquent your water will be shut off and additional fees will be assessed. Please review "Appendix A" and if you have any billing questions please call our offices anytime.

The new rate structure has been put into place to encourage on-time payments that our previous penalty structure failed to achieve.

Online Bill Payment is here!

Due to an increase interest by our customers for the District to offer an online bill payment option you can now go online to our website, brookforestwater.org and follow the links to "Online Payments" in order to pay your bill with a credit card or echeck. There will be a \$2.50 convenience fee that the customer will have to incur if you wish to pay online rather than to pay by check. The \$2.50 fee seems a lot less than getting assessed \$20 for late payment of your quarterly invoice.

Emailing Quarterly Invoices:

As outlined in the previous newsletter, we face growing costs as a result of the recession. It reduced available contractors and materials increasing the demand on shrinking resources with the result being higher costs. There is one thing that each of you can do to help facilitate communications and that is provide Nickie with your email address. We would like to move to emailing the quarterly invoices to each and every one of you. There are three or more ways to provide your email address:

- 1.Call Nickie at (800)-544-9903
- 2.Email Nickie at --
brookforestwaterdistrict@gmail.com
- 3.Contact Nickie through our website --
brookforestwater.org
- 4.Write your email address on your statement when you pay it. Your email address would also allow us to provide you up-dates when there are system wide or local issues that affect your water supply, so please help us do a more effective job.

District Board Meetings:

Board meetings are always open to the public. They are held the 2nd Tuesday of the month at 7pm and are held in the Library of Buffalo Park Church of the Hills, 28628 Buffalo Park Rd., Evergreen, CO 80439.

Thank you,

The Board of Directors

- Bill Weisenborn, President***
Tony Langowski, Vice President
Ilse Ramsey, Treasurer
Bruce Nicklow
Dave Pellegrini