

# Bear Creek Water and Sanitation District Newsletter – April 2024

## Dear Bear Creek Water and Sanitation District (BCWSD) Customers:

Enclosed with this newsletter you will find your sanitary sewer bill for the first quarter of 2024. The annual bill, for sanitary sewer charges, has been divided into fourths - billed in April, July, October, and January.

### **If you prefer to pay for the entire year, please multiply this bill by four.**

There **WILL NOT** be a sewer rate increase on the BCWSD sewer billing for 2024 since sewer billing amounts are sufficient to cover the O&M expenses for the BCWSD sewage collection system and the sewage treatment charges paid to Metro Water Recovery.

As part of the annual budget process, BCWSD reviews the sewer rates and the water surcharge amount each year with consideration of the rising costs of operations, maintenance and replacement of the infrastructure in order to determine if a rate increase is necessary.

If you have questions about your sanitary sewer bill, please contact the office by phone at **303-986-3442** during normal business hours, Monday through Friday 8:00 a.m. to 5:00 p.m. or by e-mail.

## WOULD YOU LIKE TO RECEIVE YOUR SANITARY SEWER BILL BY EMAIL?

### **To request a paperless sanitary sewer bill (E-Bill):**

Please send an email to: <https://www.bearcreekwater@bearcreekwater.org>

Please include the following information in your email:

**Sewer Account Number, Name, Property Address, Email Address and Phone Number**

Electronic payments can be made by using the Colorado Government payment portal. A link to the payment portal can be found on the District website at <https://www.bearcreekwater.org>.

### **Beware of Phishing Scams**

The District has identified the potential for a phishing scam that could target our customers. You could receive an email that looks like it is from Bear Creek Water and Sanitation District asking you to click on a link that takes users to what appears to be from BCWSD, but the site could be a fake intended to collect payment or personal information. Please be aware Bear Creek Water and Sanitation District will never send an email asking you to provide any type of payment or personal information. Online payments should be made by going directly to the payment portal which is accessible from Bear Creek Water and Sanitation District's website.

### **Please Help Stop Indoor Water Leaks**

Household leaks can waste nearly 1 trillion gallons of water a year nationwide, according to the Environmental Protection Agency. Finding and eliminating indoor water leaks in your home saves water and money. Every drop counts!

Our drinking water comes from mountain snowpack, which means our water supply depends on what Mother Nature provides and how much we all use. Do your part to keep healthy water levels in our storage reservoirs by finding and eliminating indoor water leaks — ultimately preventing water waste and saving you money both on your water and your sanitary sewer bills.

- Check your toilet for leaks. Put a few drops of food coloring in the tank and wait 30 minutes to see if the color appears in the bowl. If it does, you may have a leaking flapper valve.
- Make sure the sinks in the kitchen and bathroom are not dripping. Don't forget to open the cabinet doors and check the hot and cold supply lines for leaks.
- Think about replacing older toilets with new, efficient WaterSense-labeled models, which use less water without sacrificing performance.

There **WILL NOT** be an increase in the water surcharge amount for 2024. BCWSD is a water distributor of Denver Water under a Read and Bill Service Agreement. The District will continue to collect a surcharge of \$7.00 per single-family residential equivalent (SFRE) on the Denver Water billing to contribute towards the Operations and Maintenance (O&M) of the water distribution lines owned by the District.

If you have a question or concern about your water bill, please contact the Denver Water Customer Care Team at 303-893-2444, Monday through Friday, from 7:30 a.m. to 5:30 p.m. Information about Denver Water rates can be found on the Denver Water website at <https://www.denverwater.org>

If you have a question about the water surcharge, please contact the BCWSD office at 303-986-3442.

## **ABOUT THE DISTRICT**

### **2023 Capital Improvement Projects**

The District spent \$831,000 in 2023 for capital improvements for the District owned water and sanitary sewer systems including the following projects:

#### **Garland Street Sewer Extension Project**

This sewer extension connects at South Garland Court and West Cornell Place, then runs north into the City of Lakewood Park open space and connects to the Metro Water Recovery sewer line. This connection will alleviate high flows of sewage from West Cornell Place to South Kipling Street, near the Victoria Village townhomes subdivision. The District received approval from Metro Water Recovery to connect to their manhole and the City of Lakewood to cross the City's open space to make the connection. The work on this project has been completed.

#### **Green Mountain Water and Sanitation District Cured-in-Place Pipe (CIPP) Sewer Lining Project**

BCWSD participated in the cost of the sewer lining for BCWSD's share of the outfall line shared with Green Mountain Water and Sanitation District.

#### **Risk Mitigation Plan**

BCWSD Engineers have prepared a risk analysis/wildfire preparation study of the District owned water distribution system's interplay between zones in case the primary water feeds would become disabled due to an emergency. This information will be used to develop an emergency plan which includes the consideration of assistance from or to neighboring water Districts, so that the BCWSD could assist West Metro Fire Department in case of a wildfire in the BCWSD area.

#### **Investigation of 16/18" Water Transmission Mains within the Bear Creek Water and Sanitation District**

District Engineers finished an exploratory analysis of the condition of some of the 16 and 18" transmission mains that run along the Hampden Frontage Road and W. Dartmouth Avenue. District Engineers identified five locations to visually assess the pipe and fittings. The complete analysis included soils and electrolysis investigations. The pipes were found to be in good condition and the BCWSD will continue to monitor the condition of the pipe.

#### **Bear Creek Water and Sanitation District Board Meetings**

Monthly Board meetings are being held in person (with a remote option) on the 2nd Monday of each month at 7:00 p.m. at the District Office located at 2517 South Flower Street. If you cannot attend a Board Meeting in person, you can make arrangements with the District Manager to attend meetings remotely, using the Zoom meeting application.

For additional information about the Bear Creek Water and Sanitation District, please visit the website at <https://www.bearcreekwater.org>. You can also contact the District office by phone at 303-986-3442 during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. or by email at <https://bearcreekwater@bearcreekwater.org>

**Thank you for conserving water.**

Sincerely, Jan C. Walker, District Manager, Bear Creek Water and Sanitation District

E-Mail: <https://janwalker@bearcreekwater.org>