

PINERY PIPELINE



FROM YOUR BOARD OF DIRECTORS

Dear Pinery Customer,

The Pinery Board of Directors, elected by you, oversees and provides direction for the Pinery Water and Wastewater District. Each month one of the Board members will provide a short comment on an issue, project or program affecting the District. This is the first of these communications.

The Board and District employees continue to work diligently to provide you with cost-effective long-term drinking water supplies and wastewater services.

Our water is supplied from Cherry Creek, a renewable source and the Denver Basin Aquifers, a non-renewable source. The Denver Basin aquifers are being depleted and recovery costs increase as existing wells fall in production and we need to drill deeper and deeper.

In order to overcome the aquifer depletion issue, we have partnered with other regional water districts, Denver Water and Aurora Water to obtain water from the South Platte River and other state-wide sources through the WISE Project.

Several years ago, we initiated a \$12.50 project water fee to help fund our portion of this multi-million dollar project. The project includes new pipelines, storage tanks, pump stations, and other facilities throughout the south metro area. We expect to tie into the system in 2017. This then will provide a new renewable water source for you, our customers.

Additional information on this and other items can be found on your Pinery Water and Wastewater website at www.pinerywater.com

Please feel free to contact any of your Board of Directors who are listed on the website. We work for you and are proud to do so!

Thank-you,

Walt Partridge, Chairman
Pinery Water and Wastewater District Board of Directors

The District will implement a rate increase effective January 1, 2017. You will notice the difference on your bill in February that applies to January water usage. The below water rate structure is known as an inclining block rate structure that is commonly used to encourage conservation.

2017 Water and Sewer Rates

Residential - Billed Monthly

WATER

Base Rate \$29.22

# of gallons used	Cost per 1,000 gal
0-3k	\$2.33
3k – 20k	\$3.38
20k – 30k	\$4.26
30k – 50k	\$5.54
50k – 60k	\$7.56
Over 60k	\$15.17

Water Project Fee \$12.50

Flat fee to all customers \$12.50

Sewer

Flat rate for all users \$42.92

For additional information regarding rates and other fees, please visit our website at pinerywater.com/rates



What happened? I don't have water!

We are in the beginning of the winter season the District receives more calls from homeowners who have lost water service. The main culprit for the lost service is frozen water pipes. Did you know that the majority of frozen water lines actually occur inside the house?



Inside your home, the slightest chilly draft near plumbing lines is capable of freezing the water line. Homeowners are encouraged to check where their water service line enters the home and follow the piping. Small gaps in the exterior woodwork just above the top of the foundation or basement wall are the usual culprits. These gaps allow cold air from the outside to enter the room. If the basement is finished then this cold air enters the wall. Properly insulating the water line from the cold air and caulking seams, or holes near the piping, greatly improves your chances of having uninterrupted water service in cold weather.

Rarely do water service lines freeze. They are buried in the earth nearly 5 feet down and, typically, frost does not get that deep. However, if an outside pipe does freeze, it most often occurs in a sprinkler system that has not been properly winterized or in the water meter pit. Most water meters in the District are installed in a meter pit located outside, near the front property or driveway. The ground temperature at the bottom of the meter pit typically prevents the meter from freezing. In addition, the meter cover is designed to insulate the meter from the surface temperature.



If you are away on vacation, or not occupying your home during the winter, think about having someone check your home and running the water occasionally. You might also consider turning your water off while you are away – *see below on master shutoff valves*. It's after the freeze that split or broken pipes thaw out and extensive damage to your home can occur.

In the event you truly have no water, please call the District at (303) 841-2797 between 8:00am and 4:00pm (after hours calls will be connected to our answering service); a District Representative will come to your house and check to see if there is water to the meter. If they determine that water does flow through the meter, you may need to call a plumber to determine if the water freeze/leak is after the meter or in the house.

Where is my Master Shutoff Valve?

If a water pipe inside your house freezes and begins to leak, would you know what to do? Would your family? Such nightmares do happen, but damage can be minimized if you're prepared. It's a great idea to find and share with all members of your household the location of the master shutoff valve. The valve is usually located inside your home where your water line enters the foundation from the outside. Why would you want to shut off this valve? If a pipe breaks inside your house, this valve will turn off all water entering your home. Think about marking it with a tag or paint it a bright color for quick reference. Being prepared and taking quick action could help save your home and family treasures!

