

DECEMBER 2017

# PINERY PIPELINE



## FROM YOUR BOARD OF DIRECTORS

There is a new Pinery Water & Wastewater District Rates and Fees schedule for 2018 which will go into effect on January 1, 2018. There was a Rate and Fee study done by the Board with the help of Stantec in 2017 which took the following into consideration - fair and equitable distribution of costs, promotion of resource conservation, long-term revenue sufficiency and fiscal stability without jeopardizing water quality. The Stantec study, along with the new Rates and Fees schedule, are available on our web site at [www.pinerywater.com](http://www.pinerywater.com) under the 'Rates, Fees & Forms' section.

What does this mean for our residential water customers?

- 26% will see a \$0-\$2 **decrease** in their monthly bill
- 49.8% will see a \$0-\$2 increase in their monthly bill
- 8.5% will see a \$2-\$4 increase in their monthly bill
- 4.4% will see a \$4-\$6 increase in their monthly bill
- 3.8% will see a \$6-\$8 increase in their monthly bill
- 2.2% will see a \$8-\$10 increase in their monthly bill
- 5.4% will see a greater than \$10 increase in their monthly bill

The 2018 Rates and Fees schedule for residential water base rate, sewer flat rate and water project fee stay **unchanged** at the 2017 level.

With all of the above changes, I thought I would take my house and lot as an example. There are two of us living in the house and we have a lawn/shrubs covering an area of about 2,300 square feet. I looked at my previous 12 months' (October 2016 - current) Pinery Water & Wastewater District bills, added up the water usage and dollar amount of each monthly bill, using the 2017 Rates and Fees, then re-calculated the monthly bills using the new 2018 Rates and Fees schedule. If I were to use the same amount of water in 2018 as I did in 2017, my average monthly water rate would go up \$1.03. This equates to a \$12.36 increase for the total year, where 114,000 gallons of water has been used, and puts me in the 49.8% category shown above.

The Commercial Base Rates have gone down for 2018 but Water Usage Rates have gone up; the Sewer Flat Rate Fee remains at the 2017 levels.

The Large Irrigators Base Rate has gone down for 2018 but the Water Usage Rate has gone up; the Water Project Fee remains at the 2017 level.

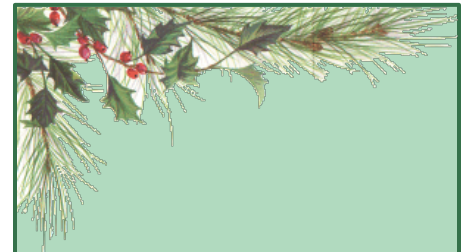
The Golf Courses Base Rate has gone down but the Water Usage Rate up to 150AF has gone up; the Water Project Fee remains at the 2017 level.



Best Wishes for a Happy Holiday Season and a Prosperous New Year,

Russell Hokanson, Board Member

Pinery Water & Wastewater District Board of Directors



The District office will be closed on Monday, December 25, 2017 as well as Tuesday, December 26, 2017 in celebration of the holidays.

We will also be closed on Monday, January 1, 2018 to celebrate the New Year.

Please call our After Hours line at (303)841-2797 for emergencies.

From all of us at the Pinery Water & Wastewater District - Have a safe and happy holiday season!



## Are You a “Snowbird” Getting Ready to Leave Town for the Winter?

*Did you know that the District can temporarily change your mailing address so you will still receive your water bills whilst away?*

If interested, please give our office a call at (303)841-2797 and we would be happy to make this change for you!

If you are enrolled in an online account with us, you can also update your mailing address there. Once logged in and at your home screen, scroll down to ‘Account Settings’, on the bottom left-hand side, and click the blue ‘Edit’ button to make changes to your mailing address. This information will automatically be populated into our billing system and can be updated at any time!

If you aren’t already registered for an online account with us, please do so by clicking the ‘Manage Your Account’ button on the home page of our website at [www.pinerywater.com](http://www.pinerywater.com). From there, all you will need to register is your account number and customer name as printed on your monthly water bills. Once enrolled, you will have 24/7 access to your account!

If you would prefer to go paperless and skip the mailing of paper bills altogether, our office would be happy to set you up for emailed billing as well. Again, please call our office at (303)841-2797 for assistance.



*Have you ever wondered what you should do about the water going into your home while you are away for the winter season?*

Before leaving town, we can also have an Operator turn the water off at the meter pit for you. This will help ensure that there is no running water when the home is vacant and can give peace of mind that leaks should not occur.

Please keep in mind that a bill will still be generated, even when there is no water usage, and would be inclusive of our base/flat rates only.

If interested, please call our office at (303)841-2797 and we would be happy to arrange for a courtesy turn off during regular business hours.

When you are back in town, and in your home, you may give us another call and we will have an Operator go back to the meter pit and the turn the water on for you. Unfortunately, we will not turn the water back on if there is no one present to check for leaks or running water inside the home.