

OCTOBER 2020

PINERY PIPELINE



From your board of directors

About every three years your Pinery Water and Wastewater District utilizes an outside consultant to review our rates and fees. We want to make sure we have adequate financial resources going forward to meet our current obligations, future capital investments, ensure customer equity, and encourage conservation. Our current rate structure is designed to meet these requirements.

In its simplest form, the cost of a glass of water is capital cost-plus debt service and operating cost.

For this study update we are using Stantec, a company which also works with other water districts and utilities throughout the state.

We, the District, provide basic information to the consultant including present customer base and estimated growth by year, present rates and fees, present operating cost and estimates going forward, existing capital investment and planned expansion. The capital investment includes buildings, equipment, wells, pump stations, the wastewater treatment plant, pipelines, and individual household meters, just to name a few. Also included are water supply resources and flow requirements.

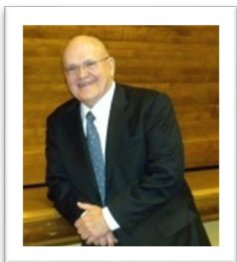
It should be noted the Pinery has more than adequate water resources to meet our present and future needs. The biggest challenge we have is providing pumping and storage capacity to meet high or peak demands. We request odd and even watering days during the summer so our pumps and storage systems are not stressed, and we can supply water demands for emergency fire control such as recently happened in the Timbers. If everybody had their sprinklers on at the same time, then our ability to meet emergency needs would be limited. If we added additional pumping capacity so everyone could water their lawn at the same time, and have emergency supply, the cost would be substantial, and rates would have a large increase. Therefore, households adhering to the odd and even watering times is very important in keeping the rates down.

The rates and fee study for commercial and residential customers will be reviewed at our next board meeting in October.

We have completed the studies on tap fees. Tap fees are charges for new customers to connect to our existing system. This one-time charge takes into consideration the value of the existing system and any new investment required to support growth. In other words, the new customer needs to pay their fair share to buy into our existing investment. The present tap fee is \$42,688.00 and the study recommendation is to increase this fee by \$997.00 for each single-family equivalent (SFE).

When large projects are required such as new wells, which can cost from 1 million to 2 million dollars these are funded by long term low interest loans or from internal capital resources. We have several major projects including replacing old pipelines planned over the next several months. These will be funded by existing capital resources.

Operating costs are variable, and we monitor these to ensure they are under control. We are pleased to note when outsiders visit our operations they are impressed by the cleanliness of our facilities and the efficiencies of our workforce. We are fortunate to have a committed and dedicated team to serve the Pinery Water and Wastewater District.



If you have any questions or concerns, please feel free to attend our monthly board meets or contact a board member directly.

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

Please join us at our District Office for our monthly held Board Meetings at 6:30pm on the 3rd Wednesday of each month.

Upcoming Board Meetings will still be held at 6:30pm on:

Wednesday, Oct. 21 2020

*(*this meeting will be a digital meeting, please see meeting notice for information on joining the meeting by internet.)*

Wednesday, Nov. 18, 2020

How does the water system respond during a fire?



Just recently, there was a large and devastating fire in our District. Ever wonder how the fire trucks get all that water and where it comes from? Once the fire department gets to the scene and hooks up to the nearby fire hydrants, there is an immediate drop of pressure in the system. Once the District's SCADA communication system registers the drop in pressure, radio signals are sent across the District to automatically turn on fire pumps to maintain flow and pressure in the area of the fire. The total time it takes to send signals by radio to all the facilities and get everything turned on is about 90 seconds. The fire departments and the District coordinate to make sure the fire department is careful not to hook up too hoses along the same main waterline. That is why you see the trucks spreading out around the fire. If not, there would be a resulting loss of pressure or low flow in the waterline.

During this last fire event, the District was able to provide nearly 3,000 gallons of water each minute at over 46 psi of pressure. That is well above and beyond the requirements for a fire event of 1,500 gallons per minute at 20 psi of pressure.

Just in case you did not know our payment options...

• Bill Pay/Online Banking

- Pinery Water and Wastewater District accepts payments made through online banking options. Use the online banking service provided by your bank and arrange to pay bills to Pinery Water and Wastewater District. Online banking services vary, so ask your bank how to set up bill payments. These payments usually post to Pinery Water accounts within one business day and do not have any fees from Pinery Water.



• Pinery Auto Pay (electronic bank transfer)

- The ACH (Automated Clearing House) program is available for customers who would like to make paying their bills more convenient each month. By choosing to pay your bill via ACH, you ensure your bill is paid each billing period and eliminates penalties/late fees. ACH is the most reliable and economical payment system available to financial institutions and their customers. In an ACH transaction, your payment will be debited (subtracted) on the due date of your bill from the checking account you designate. You can register your account on at pinerywater.com under 'manage my account'. From there you can set up autopay from the comforts of your home.

• Credit Card Payments

- Credit/debit card payments may be made via phone by calling 1-844-413-6123 or online by clicking on the 'Manage Your Account' button on our home page; VISA, MasterCard, and Discover are accepted. You have the option to make a "Quick Pay" without registering online. **NEW Credit Card Option- Customers now have the option to make partial payments over the phone using the credit card line. **Please note, a 3% convenience fee will be assessed for all credit/debit payments made via phone or online. This fee is not collected by the district. ****

• Payment by mail

- Mail to: Pinery Water and Wastewater District, 5242 Old Schoolhouse Rd, Parker, CO 80134

• Payment by Drop Box or In Person (Cash or Check Only for in person payments)

- Located at 5242 Old Schoolhouse Rd., Parker, CO 80134

**If you do not know your account number, please call our office at 303-841-2797 for assistance. Your account number is located at the top and bottom of your monthly statement. **

Pinery Water and Wastewater District Contact Information:

5242 Old Schoolhouse Road
Parker, Colorado 80134
(303) 841-2797

www.pinerywater.com
information@pinerywater.com

For after-hours emergencies,
(303) 841-2797 EXT 299