

# PINERY PIPELINE OCTOBER 2024



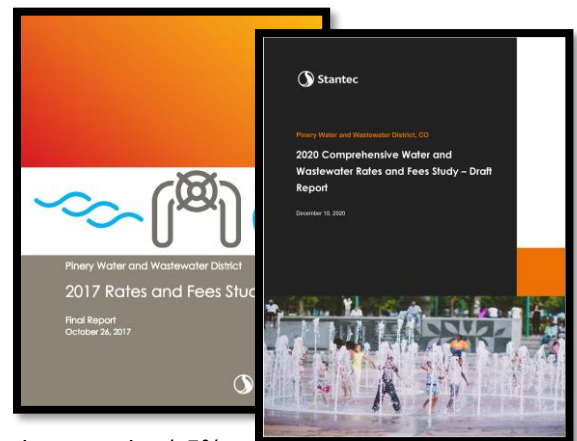
Please join us at our District Office for our monthly Board Meetings typically held at 6:00pm on the 3<sup>rd</sup> Wednesday of each month. Our Upcoming Board Meetings will be held at 6:00pm on Wednesday, November 20th and Wednesday, December 18th.

The Board will hold a Public Hearing to consider fixing or increasing fees, rates, penalties or charges for Commercial, Irrigator, and Domestic Water and Sanitary Sewer Services for 2025 at the Regular public meeting on November 20, 2024 at 6:00 P.M. at the District Office

## *From your Board of Directors*

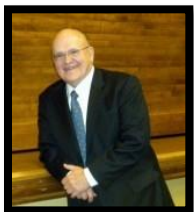


The Walker Reservoir near Franktown was dedicated last week and will provide an additional source of reliable water for the Pinery. Shallow Well #14 will be drilled in the Cherry Creek alluvial near our existing pump system to pick up water discharged from the reservoir.



Your board, utilizing an outside consultant, is finishing a study reviewing rates and fees. The study recommends revising the water rate structure to give customers more control of their water cost by lowering the base rate and distributing costs through each of the tiers. Those whose usage falls in the lower tiers, and stay in the lower tiers, will likely see a reduction in their annual cost. Wastewater rates are recommended to increase by 1.5% to help fund upgrades to our treatment plant. These will include new electrical switchgear to reduce interruptions during power failures. We are also installing more aeration equipment in our existing nitrification basins. These changes will help us meet existing and new discharge regulations. The Board believes existing customers should not pay for growth. Therefore, tap fees, providing service to new customers, will be increased.

Additional projects for 2025, projected rates and fees, and the 2025 district budget are now available on the district website for review. The total 2025 budget is just under \$25 million.



Sincere best wishes for an enjoyable and safe fall season.

**Walt Partridge, Chairman, Pinery Water and Wastewater District**

## 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](http://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 selecting 'Manage Your Account' 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 reach out to our staff 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](http://www.pinerywater.com)  
[information@pinerywater.com](mailto:information@pinerywater.com)

For after-hours emergencies,  
(303) 841-2797 EXT 9