

## Residential Sewer Charges are

Established by a

### Winter Determination Period Average

- All residential Wastewater rates are established using the average water volume billed during the Winter Determination period.
- The Winter Determination Period is defined as the December, January, and February bill dates. These months were selected because they typically have the lowest volume of water usage and best reflect interior water usage being returned to the District's Wastewater Plant for treatment.

Try to conserve water as much as possible during the winter determination period to help lower your wastewater average for next year!

### Paying Your Bill with No Additional Fees

The District provides ACH (automatic withdrawal of payment from a checking or savings account) at no additional cost each month. Your payment is deducted on the due date. Please contact Customer Service with any questions or to request a form to set up this service.



#### WINTER WILL BE HERE BEFORE WE KNOW IT!

Did you know that sprinkler systems are the longest lasting appliance in your home? Therefore it is imperative to maintain them. In the winter, many people just turn off their sprinkler system and let it drain out. In that instance, they are hoping that evaporation takes place in the ground. Crossing their fingers nothing happens during the first freeze in the Colorado Front Range. The District highly recommends blowing out your sprinklers each year to avoid freeze damage throughout the winter months.

If you are replacing a water or sewer service line, please note that the District's Rules and Regulations located on our website at [www.wwsdonline.com](http://www.wwsdonline.com), Section 5, Boring/Excavation/Directional Drilling, requires you to contact 811 for line locates before any work is to begin. This is a free service. If you have any questions, please reach out to our Customer Service at 719-390-7111.

#### Customer Service FAQ's

Q: How is my monthly bill calculated? A: There are two areas in a bill, Water and Wastewater. Each of these areas has two charges, a base rate and a usage rate. The base rate is a flat fee charged for fixed expenses (such as operating expenses and bill preparation) and usage does not change this charge. Water usage is calculated utilizing meter reads for the billing period. Wastewater usage is calculated using a Winter Determination Period Average. (See above.)

Q: When will my bill be due? A: The District bills monthly according to a West, Central, or East billing cycle. West accounts are always due on the 5th of the month, Central accounts are always due on the 23rd of the month and the East accounts are always due on the 20th of the month.

Q: Are late fees applied to accounts? A: A late fee is applied on the 7th day after the Due Date. A six (6) day grace period exists between when the payment is due and when the late fee is applied.

Q: Can I request a payment arrangement if unable to pay by the Due Date? A: The District allows a payment arrangement when requested prior to the account being shut off for non-payment. You must contact the District to be granted a payment arrangement prior to water service being terminated. Only owners, or their property management company, can request a payment arrangement. **A payment arrangement will not be granted once water service has been terminated.**

Q: If my water service has been terminated, how do I get it turned back on during business hours? A: You must contact the District office and bring past due amounts current. Water Department employees are not authorized to restore service without notification from the District office. A \$50 after hours fee is required for a service technician to restore water service outside of normal business hours.

Q: What types of payment do you accept? A: Payments of cash, checks, money orders can be made in the District office. Automatic withdrawal from your checking/saving account is available. Please contact customer service at 719-390-7111 to request a form.

#### **DID YOU KNOW???**

Many homeowner insurance policies **DO NOT** include sewer coverage automatically, but they can be added.

Damaged sewer lines can be expensive and inconvenient to repair.

**Call your insurance company for more information.**

8495 Fontaine Blvd., Colorado Springs, CO 80925 , Office Hours: 8:00 to 5:00 pm , Phone: 719-390-7111, Fax: 719-390-1409

Water Emergency After Hours: 719-392-5534 Wastewater Emergency After Hours: 719-392-8848



[customerservice@wwsdonline.com](mailto:customerservice@wwsdonline.com)

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