



Information Sheet for New Residential Water & Wastewater Customers

Welcome to the Widefield Water & Sanitation District. The District currently serves approximately 10,500 water accounts and treats wastewater for approximately 10,665 accounts. Visit our website at www.wwsdonline.com to learn more about the District, customer information, and bill pay options.

Our Administration office is open from 8:00 am to 5:00 pm Monday through Friday. **Contact us at (719) 390-7111** if you have any questions about your bill, or to report a problem with your service. For a **Water Emergency, call (719) 392-5534**, for a **Wastewater Emergency, call (719) 392-8848**.

The District bills monthly for the East, West, and Central cycles. Accounts in the East billing cycle are billed on the 7th and are always due on the 20th. Accounts in the West billing cycle are billed on the 23rd and are always due on the 5th. Accounts in the Central billing cycle are billed on the 9th and always due on the 23rd.

- Bills not paid by the Due Date are subject to a Late Fee
- A Late Fee Penalty & Final Disconnect Notice will be sent seven days after the Due Date
- The account is subject to Shut Off within thirty days after the Bill Date
- Accounts scheduled for Non-Payment must pay the entire past due amount AND a re-connection fee prior to service being restored
- An After Hour Fee will be charged to restore service outside of business hours
- Any tampering with District water supply may result in a \$500 Tampering Fee and be subject to a misdemeanor violation

If payment is going to be late, contact the District office and make payment arrangements before the account is subject to Shut-Off.

To familiarize you with the District's forms and Policies, attached are the 2023 Rates & Fees, Liability Immunity information, Rental Property Billing Notice, Residential Winter Determination Process, Automatic Withdrawal Form, and Bill Payment Options.

Please contact our Office, or visit the Website, if you have any questions about service, or the information provided.

Widefield Water & Sanitation District
8495 Fontaine Blvd.
Colorado Springs, Colorado 80925
719-390-7111

www.wwsdonline.com

1-888-915-8114, 24 HOUR BILL PAY SERVICE

Office Hours: 8:00 am to 5:00 pm Monday thru Friday

District Office: 719 390-7111
District FAX: 719 390-1409

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

Bill Payment Options

Payment Due Dates are the 5th, West Cycle, the 20th, East Cycle, and Central Cycle, the 23rd

TELEPHONE PAYMENT

Call 1-888-915-8114 and utilize the secure IVR (Interactive Voice Recognition) site to make a payment. A transaction fee will be applied.

WWW.WWSDONLINE.COM

Go to the District's webpage, www.wwsdonline.com. Select Pay Bill and register to review account statements, meter read history, manage account information, sign up for paperless billing, or make a payment.

To just make a payment, select Pay Bill. Once at the Log in screen, select Check Out as Guest.

Payment can be made with a credit/debit card, or by check. A transaction fee is applied and shown before you "final" the payment. An e-mail receipt can be requested.

ACH

Pay the bill from your bank account by automatic withdrawal. The enrollment form is available on our webpage, or by contacting the District office. Payment is withdrawn on the Bill Due Date (the 5th West Cycle, 20th East Cycle, 23rd Central Cycle).

DROP BOX

A Drop Box is located at the District's office, 8495 Fontaine Blvd. **Do not place cash payments in the Drop Box.**

IN PERSON

We accept cash, check, money order, or credit card for payment. A processing fee is applied to credit card payments.

Avoid a Late Fee: A six (6) day grace period exists between the Due Date and the Delinquent Date. If you require an extension, contact the District and make arrangements prior to the Delinquent Date. Payments must be received prior to 8:00 am on the Delinquent Date to avoid the late fee. Should service be scheduled for disconnection, the entire delinquent bill, and any penalty fees applied, must be paid in full before service is restored.

Your Citizen's Advisory Council Representatives are Jim Mesite, Chairperson (Peaceful Valley) 719-382-3008, Mary Bradfield (Widefield) 719-330-6732, Jill Fritsch (Widefield) 719-964-5674, Zeff Kendall (Widefield) 719-390-6627, and **Vacant** (Security)

CAC members must reside in the service area boundary of the District. Applications may be completed by visiting the El Paso County Website and locating Volunteer Opportunities, Volunteer Boards and Commissions.

<https://bocc.elpasoco.com/volunteer/>

Widefield Water and Sanitation District - 2024 Rates and Fees

Water Rates & Base Charge

1 Water Base Charge		
Meter Size		\$ Per Month
Up to 3/4"		\$24.08
1 "		\$57.51
1 1/2 "		\$113.24
2 "		\$180.14
3 "		\$358.52
4 "		\$559.18
6 "		\$1,116.55
8 "		\$1,785.53

Tap Fees & Water Acquisition Fee

5 Water Tap Fees		
Tap Size		Tap Fee \$
3/4 "	= 1.0 SFE	\$7,200
1 "	= 2.5 SFE	\$18,000
1 1/2 "	= 5.0 SFE	\$36,000
2 "	= 8.0 SFE	\$57,600
3 "	= 16.0 SFE	\$115,200
4 "	= 25.0 SFE	\$180,000
6 "	= 50.0 SFE	\$360,000
8 "	= 80.0 SFE	\$576,000

2 Water Volume Charge		
		\$ per 1,000 Gal
Residential;		
1st 5,000 Gallons		\$4.99
Over 5,000 Gallons		\$5.98
Commercial;		
Uniform Rate		\$5.51
Wholesale/Bulk Rate;		
Per 1,000 gallons		\$5.51

6 Wastewater Tap Fees		
Tap Size		Tap Fee \$
3/4 "	= 1.0 SFE	\$7,200
1 "	= 2.5 SFE	\$18,000
1 1/2 "	= 5.0 SFE	\$36,000
2 "	= 8.0 SFE	\$57,600
3 "	= 16.0 SFE	\$115,200
4 "	= 25.0 SFE	\$180,000
6 "	= 50.0 SFE	\$360,000
8 "	= 80.0 SFE	\$576,000

Wastewater Rates & Base Charge

3 Wastewater Base Charge		
Meter Size		\$ Per Month
Up to 3/4"		\$18.48
1 "		\$41.20
1 1/2 "		\$79.31
2 "		\$125.00
3 "		\$246.83
4 "		\$383.90
6 "		\$765.36
8 "		\$1,221.59

7 Water Acquisition Fee		
Tap Size		Tap Fee \$
3/4 "	= 1.0 SFE	\$9,000
1 "	= 2.5 SFE	\$22,500
1 1/2 "	= 5.0 SFE	\$45,000
2 "	= 8.0 SFE	\$72,000
3 "	= 16.0 SFE	\$144,000
4 "	= 25.0 SFE	\$225,000
6 "	= 50.0 SFE	\$450,000
8 "	= 80.0 SFE	\$720,000

4 Wastewater Volume Charge		
		\$ Per 1,000 Gal
Residential Rate		
Residential Winter Use Average (Bill periods of Dec, Jan, & Feb)		
Whatever is greater;		
Minimum 1,500 gallons or actual winter usage;		
Or New Residential Customers set to 3,500 gallons until actual winter usage can be determined;		
Or New Accounts for Developer Owned Unoccupied residences set to 1,500 gallons		
Commercial:		
Actual Monthly Usage		\$6.63

Fees and Charges

R & R	Service Description	Fee / Charge
8. 4	Meter and Installation, In-house 3/4"	\$ 500
8. 6	Inspection Fee, Water - New Construction	\$ 50
8. 6	Inspection Fee, Wastewater - New Construction	\$ 50
8. 7	Hydrant Meter Deposit	\$ 1,000
8. 11	New Service Deposit, Commercial	\$ 150
8. 15	Late Payment, Water and/or Wastewater	\$ 25
8. 16	Returned Check Fee	\$ 25
8. 16	Returned Check, Bank Fee	\$ 10
8. 17	Service Charge, Each (disconnection, reconnection, etc)	\$ 25
8. 17	Disconnection Fee Per SFE-Water	\$ 7,500
8. 17	Disconnection Fee Per SFE-Wastewater	\$ 7,500
8. 19	Tampering Fee Plus Actual Repair & Admin Charge	\$ 500
8. 20	Grease Trap Clean-up	\$ 500
8. 21	After Hours Fee	\$ 50
5. 3	Boring/Excavation/Directional Permit	\$ 500/bore
5. 3	Boring/Excavation/Directional Permit Violation	\$ 1,000
5. 3	Boring/Excavation/Directional Drilling Without Permit	\$ 10,000

8.4 Meter Fee		
Tap Size		Meter Fee
3/4 "		\$500
1 "		\$524
1 1/2 "		\$849
2 "		\$1,485
Larger than 2 "		Cost+38.5%

Residential Sewer Charges are Established by a Winter Determination Period Average

- ** All residential Wastewater rates are established using the average volume of water 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 Wastewater Plant for treatment.
- ** In April of each year, all residential accounts establish a monthly sewer usage charge based on;

Whatever is greater:

Minimum 1,500 gallons or actual winter usage;

Or New Residential Customers

set to 3,500 gallons until actual winter usage can be determined;

Or New Accounts for Developer

Owned Unoccupied residences set to 1,500 gallons

- ** The volume established as the Winter Determination Average will remain in place until the following April adjustment period.
- ** The Winter Determination Period water volume average will be multiplied by the current "Volume" rate, per 1,000 gallons, to establish the usage charge per month.

Automatic Debit Service Application and Agreement

I hereby authorize the Widefield Water and Sanitation District and the financial institute I've indicated to automatically deduct from my designated account all future payments of charges related to my water and sanitation bill. I understand that both the Widefield District and my financial institute reserve the right to terminate this authorization and my participation within. If I choose to terminate this authorization, I will contact the District directly and request this service be discontinued. **Please return with a voided check.**

Print Name _____ Signature _____ Date _____
Utility Account Number; _____ Daytime Phone # _____
Customer Name shown on the utility bill; _____
Service Address of utility bill; _____
Mailing Address (if different than service address); _____
E-Mail Address for Bill Notification; _____
Name of Financial Institution; _____
Routing Number : _____
Account Number: _____

Withdraw From Checking (please return a voided check with the application)

Withdraw from Savings (please return a deposit slip with the application)

Return to Widefield Water and Sanitation District, 8495 Fontaine Blvd, Colorado Springs CO 80925



January 1, 2023

SUBJECT: Liability Immunity

Dear Widefield Water & Sanitation District Customer,

The Widefield Water & Sanitation District is a political subdivision and quasi municipal corporation of the State of Colorado. Under Colorado statutes, unless negligence is proven, the District is immune from liability for the operation of its utility system (per the Colorado Governmental Immunity Act §§ 24-10-101, et seq.).

The reason that the above liability immunity exists, in part, is because all public utilities periodically experience problems with the public utility system, whether it is a sewer backup, or water pressure fluctuation. If public utilities paid for all water or sewer related incidents that occur on private property, the water and sewer rates would be very expensive. It is much less expensive for customers to take out additional insurance on their homeowner's policy that includes coverage for incidents that periodically occur in a public utility.

The District cleans the sewer collection system every 1 to 3 years, easily exceeding the industry standard of cleaning the infrastructure every 3 to 5 years.

The District strongly recommends that customers research their homeowner's insurance and determine if coverage for damage from a sewer backup, or water pressure damage, is included. We also recommend customers clean their private sewer lateral every 2-3 years.

Please contact our office at (719) 390-7111, if you have any questions about the information provided.

Sincerely,

Lucas Hale
District Manager



Subject: Rental Property Billing Notice

Dear Customer,

The District is pleased to announce property owners with rental property will now manage their property's water & wastewater charges directly.

The District will work directly with our customer, the property owner, and no longer bill a property owner's tenant. The billing change was made in response to uncollected tenant payments being charged back to the property owner responsible for the utility services provided. Property owners will now be able to control utility payments at their property and not rely on the District to provide this service.

As tenants move out, or have water service terminated due to non-payment, accounts will be established exclusively in the homeowner's name. Homeowner's can also request their property's account be established in their name at any time. As an alternative, homeowners may designate a licensed property management company to receive the utility bill.

Thank you for your patience during this transition period. Should you have any questions concerning this change, please contact Linda Chalou, Customer Service Supervisor, or Kelly Smith, Director of Administrative Services at 719-390-7111.

Yours truly,

Widefield Water and Sanitation District

Per the Approved and Adopted Widefield Water and Sanitation District Rules and Regulations:

1.10.4 Joint Liability. The District shall have the right to assess to any Customer or property owner who is delinquent in payment of his or her account all legal, court, administrative and other costs necessary to or incidental to the collection of said account, and said costs of collection shall be secured by the perpetual lien referenced above. **The property owner, Customer, and occupant(s) of all properties receiving water or wastewater service are hereby deemed equally liable for charges and/or fees associated with the provision of water service by the District. The District assumes no responsibility for any agreements between landlords and tenants, or any other types of agreements regardless of how made, or whether the District is or is not notified of such agreements. The Customer, occupant, and property owner jointly and severally will be held liable for all charges pertinent to water or wastewater service at the address where the bills are sent and the District shall be free to pursue collection against any one or all Persons who may be liable for payment hereunder.** Any check or other negotiable instrument tendered to the District for payment of rates, fees, charges or penalties which is returned to the District and dishonored for any reason whatsoever shall be subject to a returned check fee.

Owner Request for Shutoff Of Utility Service

Representations. By signing this form, the undersigned represents and warrants to the District that:

1. The undersigned is the lawful owner of the Property.
2. The undersigned is duly authorized to execute and request shutoff of utility services at the Property.
3. The request for shutoff of utility services is for a legitimate lawful purpose and is in compliance with the District's Rules and Regulations.
4. The Property will not be occupied by any person while utility services are disconnected.
5. The undersigned acknowledges that shutoff of utility service will result in the Property being deemed uninhabitable and the District may provide notice of such conditions to the appropriate governmental entity.
6. The request for shutoff of utility services is being made in compliance with Article 12, Title 38, C.R.S., and is not intended as an adverse or retaliatory action against a tenant, which is strictly prohibited by Colorado law.

RELEASE AND INDEMNIFICATION. BY SIGNING THIS FORM, THE UNDERSIGNED HEREBY REMISES, RELEASES, AND FOREVER DISCHARGES THE DISTRICT, ITS ASSIGNS, EMPLOYEES, FORMER EMPLOYEES, SERVANTS, AGENTS, ELECTED OFFICIALS, APPOINTED OFFICIALS, FORMER OFFICIALS, SUCCESSORS, PREDECESSORS, ATTORNEYS, AND INSURANCE CARRIERS, FROM ANY AND ALL CLAIMS, ACTIONS AND DEMANDS, WHATSOEVER, RESULTING FROM SHUTOFF OF UTILITY SERVICE AT THE PROPERTY AS REQUESTED HEREIN. UNDERSIGNED AGREES TO INDEMNIFY, DEFEND, AND HOLD HARMLESS THE DISTRICT FROM AND AGAINST ANY LIABILITY OR DAMAGE OF ANY KIND AND FROM ANY SUITS, CLAIMS OR DEMANDS, INCLUDING LEGAL FEES AND EXPENSES WHETHER OR NOT IN LITIGATION, ARISING OUT OF, OR RELATED TO, SHUTOFF OF UTILITY SERVICE AT THE PROPERTY AS REQUESTED HEREIN.

The tenant living at the property will be provided with three (3) days notice prior to shutoff of utility services.

Owner Signature: _____ Date: _____



8495 Fontaine Boulevard, Colorado Springs, Colorado 80925

The Widefield Water and Sanitation District's Water Leak Review and Adjustment Process is intended to provide financial relief to residential customers who experience extremely high water use because of an indoor water leak.

All water leaks on a residential customer's property are the responsibility of the owner of the property. Fixing water leaks can save the customer approximately 6% to 10% on their water bill. We do understand that unexpected high bills can occur due to a leak and, therefore, the District offers a water leak review process and the opportunity for financial relief for situations that satisfy the terms of this policy.

If a residential customer discovers a leak, they may qualify for an adjustment to their bill.

Eligibility:

- **The customer (owner) must report the leak to the District within 60 days of the bill due date for the billing period when the leak occurred.**
- **Proof (receipts) must be provided to show the leak has been repaired for an adjustment to be considered.**
- **Leak adjustments may span a maximum of two billing periods. A customer will be limited to one (1) water leak credit in any 12-month period.**
- **We will review the billing history and consumption data for the property to determine the typical amount of water that passes through the water meter for the same property using meter reads from prior years and similar seasonal usage. Upon approval, we will adjust the charges billed to the customer for water services for the time-period covering the water leak. A maximum of two billing periods can be adjusted.**

Exclusions:

No adjustments will be given for leaks under the following circumstances:

- **A willful act on the part of the customer.**
- **Stolen water.**
- **Leaks regarding sprinkler systems, water features, ponds, fountains, swimming pools, hot tubs, outside faucets left running, or other leaks associated with outdoor water usage, etc. (we do not consider credit adjustments on these types of leaks due to the potential for large amounts of water loss).**
- **The water meter has been tampered with or turned on/off by anyone other than the District and that action resulted in loss of water.**
- **Any commercial or non-residential customers.**
- **Tenants not eligible.**

HOW TO PROTECT YOUR HOME FROM DAMAGE DUE TO FOG.

- Scrape or wipe off all FOG and food debris from pots, pans and tableware using a disposable paper towel before washing any item.
- Pour all liquefied oil and grease from cooking into a non-recyclable container, and dispose of it in the trash.
- Do not put any spilled or waste food material down the drain or garbage disposal.
- Use screens over drains to catch food waste, then dispose of the waste debris in the trash.



FOR MORE
INFORMATION,
PLEASE CONTACT
THE OFFICE AT
(719) 390-7111 OR BY
EMAIL AT
info@wwsonline.com



HOW YOU
CAN DO YOUR
PART!



8495 Fontaine Blvd.
Colorado Springs, CO 80925
www.wwsonline.com





THE RESULTS OF FOG IN THE DRAIN.

- The possibility of sewer blockages which can threaten public health and the environment.
- Sewer backups in your home which can lead to costly service line repairs and cleaning bills.



WHERE DOES FOG COME FROM?

- Meats
- Dairy Products
- Sauces, Soups, and Gravies
- Baked Goods
- Fried Foods

Please do not flush these items down the toilet or drain:

1. Wipes (even flushable)
2. Paper towels
3. Trash
4. Cotton balls
5. Feminine hygiene products
6. Condoms
7. Dental Floss
8. Cotton swabs
9. Hair
10. Cigarette butts

Garbage Disposals were Not Made for these:

1. Coffee grounds
2. Egg shells
3. Fruit and vegetable peels

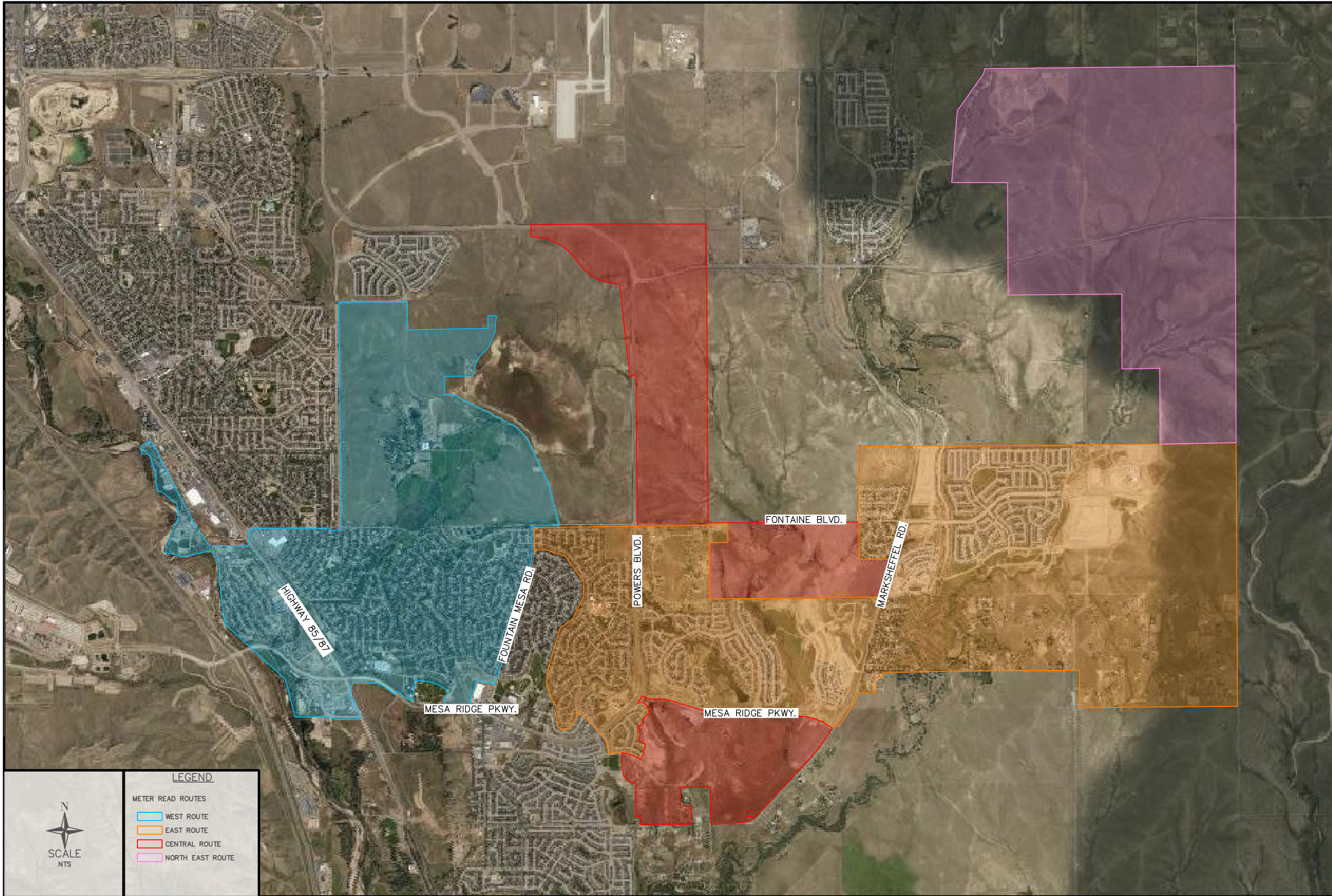
HOW DOES FOG CAUSE DAMAGE?

- Fat, oil or grease in liquid form cools, congeals and clings to the inside of the sewer pipes.
- Over time, these substances can block pipes completely and the waste water will not be able to flow into the sewer system.

PER DISTRICT RULES AND REGULATIONS, EXHIBIT A, SECTION 5:

Should you need to call a private sewer service company for any reason, you must also contact our Sanitation Plant so our personnel can be standing by in order to trap any material discharging from your service line into the main. Failure to contact the Sanitation Plant, (719) 392-8848 may result in costly damages which you and the private sewer service may be required to pay.





WIDEFIELD WATER AND SANITATION DISTRICT
METER READ ROUTE MAP

Project No:	
Scale:	AS SHOWN
Date:	12/01/2021
Design:	RKB
Drawn:	RKB
Reviewed:	RKB
Revised:	

