

METERED POLICY LETTER – EFFECTIVE FEBRUARY 17, 2017
SECURITY WATER AND SANITATION DISTRICTS/ENTERPRISES
231 SECURITY BLVD. * COLORADO SPRINGS, CO 80911 * 392-3475

WATER

Residential Service Charge \$14.46 for 3/4" – \$18.54 for 1" meters – Higher service charges apply to larger meter sizes

Volume Charge	0-5000 gals	5001-15000 gals	15001-25000 gals	25001 + gals
	\$3.15 / 1000 gals	\$3.94 / 1000 gals	\$4.93 / 1000 gals	\$7.40 / 1000 gals

Commercial Service Charge \$15.46 for 3/4", \$19.54 for 1" – Higher service charges apply to larger meter sizes

Volume Charge	0-25000 gals	25001-50000 gals	50001 + gals
	\$3.84 / 1000 gals	\$3.84 / 1000 gals	\$3.84 / 1000 gals

Commercial Irrigation Service Charge \$15.46 for 3/4", \$19.54 for 1" – Higher service charges apply to larger meter sizes

Volume Charge	\$4.85 / 1000 gallons
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SEWER

Residential: \$6.50 Service Charge plus \$6.24 Volume Charge per 1000 gals of averaged water use during Dec, Jan, & Feb
(approximately November 19th – February 19th)

NEW CUSTOMERS

\$34.58 per month sewer charge (based on 4500 gals x \$6.24 volume charge/1000 gals + \$6.50 base charge)

In March of the next year the sewer charge will be recalculated from December, January, and February usage

Commercial: \$6.50 Service Charge plus \$6.24 Volume Charge per 1000 gallons of actual monthly water usage

****Irrigation accounts may be set up without incurring sewer charges by purchasing and paying to install a separate irrigation meter****

1. Monthly bills for water and sewer are due on the 24th of every month. If the bill is not paid by 8:00 a.m. on the 25th day of the month, a \$10.00 administrative fee will be assessed and added to the next billing. There shall be only one administrative fee charged per billing. If the entire water bill is not paid by 8:00 a.m. on the 25th day of the following month, another \$10.00 administrative fee will be added to that month's billing. Water service will be disconnected on the 15th day of the month to all accounts that are 90 days or more delinquent. The total amount owing **PLUS** a \$24.00 reconnect fee will be collected before water service is resumed as recovery of the Districts' costs of collection. A Shut off notice is sent out to all customers whose balance is 90 days or more delinquent and will state when turnoff is scheduled; **the shut off date over-rides the regular due date of the 24th**. Tenants will need to have the owner/landlord's ok to have an extension granted.
2. Online payments using credit or debit cards are accepted; just go to our website at www.securitywsd.com and follow the link. A \$2.50 convenience fee will be charged by the payment service provider.
3. All charges for service are against the property and the owner and/or tenant of the property is responsible for arrangement for payment of these charges. Such charges shall constitute a perpetual and continuing lien upon such property until such charges have been paid in full. (C.R.S. 32-1-1001(j)). It is very important that each new occupant sign for service in order to keep our records accurate. When a final is called for, a final reading will be taken and the water turned off. Service will not be reinstated until the account has been paid in full in cash or certified funds, not a personal check. All prorating are between owners, property managers, renters, etc., and not the Districts.
4. All meters must be located so as to allow free and non-hazardous access at reasonable times for reading, removal, inspection and replacement. The meter will measure the entire supply of water to the premises. If the meter needs to be replaced due to negligence, such as freezing, damaged, or stolen, the owner will be charged for the replacement of that meter plus labor.
5. Metered water users who violate the irrigation regulations or waste water will be issued a violation ticket. A water user who receives three violations within a twelve-month period shall pay a \$25.00 charge for each violation after the first three. If the \$25.00 charge is not paid within ten- (10) days after notice, the service will be discontinued until the charge is paid. A \$24.00 reconnect fee will be collected before water service is resumed.
6. A \$40.00 fee shall be charged for any returned/declined payments. This charge will be assessed, plus any other charge that the District incurs for handling the returned/declined item.
7. When material such as concrete or other hard material is placed over the Security Water lines, water meters or curb stops, the cost of removal shall be passed onto the property owner. Refer to "Chapter 4 – Security Water District Regulations, "Service Lines". The cost of moving vehicles to gain access shall be charged to the owner.
8. In the event a user disputes the accuracy or amount of a billing, the user shall notify the Districts' offices, in writing, within ten- (10) calendar days of receipt of the billing in dispute. Any notices of dispute received after the ten- (10) day period specified will not be heard and the dispute will be deemed waived. A hearing will be scheduled with the Boards of Directors to hear the dispute within thirty- (30) days of filing the written notice of dispute. A determination by the Boards of the accuracy and/or adjusted amount of the billing will be final.
9. In the event any user violates any of the rules and/or regulations of the Districts, the Boards of Directors, in addition to all other legal remedies available to them, may order the user disconnected from the water and sanitation systems.
10. The Districts specifically reserve the right to use any and all available means to collect any delinquent amounts owed to the Districts. This may include, but is not limited to, certifying the delinquent amounts to the county treasurer and collecting said amounts as taxes, pursuant to C.R.S. 32-1-1101(1)(e). The District may also pursue collection efforts against the user or property owner for any delinquent water or sewer charges due. In addition to all bills due, the Districts shall also be due and entitled to recovery of all costs of collection so incurred including, without limitation, court costs, filing fees and attorneys' fees and costs. All such amounts shall be considered as a charge of the Districts and shall constitute a perpetual lien on and against the property served.
11. We will not give any refunds. However, in certain circumstances, we may give a credit. We suggest that, when closing on the sale or purchase of a home, all charges for water and sewer be settled at the closing.
12. The Districts may charge interest on amounts due at the annual percentage rate of eighteen percent per annum for the time outstanding; however no interest shall be charged on a delinquency charge.

The above rates, rules, and regulations are those in effect on February 17, 2017 and the Board of Directors may change these rates and regulations from time to time. A tampering fee of up to \$500.00 may be levied to persons tampering with district equipment.