

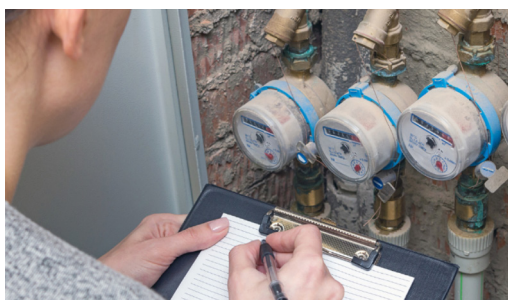


LITTLE THOMPSON
WATER DISTRICT

The Drip | Fall 2024

Official Newsletter of Little Thompson Water District

Rates are changing in 2025: Here's what you need to know



At Little Thompson Water District, we're dedicated to providing clean, reliable water to customers while supporting water education and conservation decisions so the region continues to thrive. To continue doing so, the board is evaluating the rate increase in 2025.

As with most things, the cost of doing business continues to rise. A rate increase allows us to provide clean, reliable water to our customers. We do not take this lightly, however. Our board will go through a process to ensure we're making the right decision for LTWD and our customers.

- Beginning at the October board meeting, the board will discuss the possible rate change.
- At the November board meeting, the board hopes to set the budget for 2025, and new rates will be adopted.
- A rate hearing is scheduled for November 21, which will be open to the public. The hearing provides a platform for customers to voice their opinions, ask questions or express concerns about the proposed rate changes.
- After the board has the opportunity hear from the public and discuss their findings, the board makes a final decision about the 2025 rates. If a budget and the rates are not adopted at the November board meeting, we will reschedule another rate hearing on December 12.

LTWD structures our rates as a base charge covering administrative and fixed costs and a water usage charge that is a tiered rate per 1,000 gallons. We also have different taps and corresponding allotments based on the size of a home and the lot. This helps home and business owners know how much water they can use before paying an additional fee. The board examines all of these factors when considering a rate increase. **To learn more about our rates, taps and allotments, visit <https://bit.ly/3XD0wGV>**



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A Year in Review

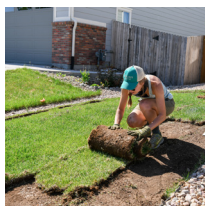
A lot happens in a calendar year here at LTWD. Between conservation programs and capital projects, we have some exciting things to report to our customers. Thank you to everyone who participated in our conservation programs, and also a big thank you to our teams who work hard to keep our infrastructure up to date and serve our customers.

Conservation Programs Year In Review



Slow the Flow Sprinkler Evaluations

- Residential sprinkler evaluations completed: 52
- Large/non-residential property sprinkler evaluations completed: 2
- Estimated gallons of water saved annually: 300,000



Lawn Replacement Program

- Total square feet of lawn removed: 19,270
- Average square feet of lawn removed per participant: 1,014
- Estimated gallons of water saved annually by lawn removal: 200,000



Garden in a Box

- Waterwise Garden in a Box kits planted: 39
- Estimated gallons of water saved annually per participant: 12,000

Capital Projects Year In Review

Many of our projects are multiyear projects, meaning their initial phases began during the past few years but wrapped up or made significant progress in 2024. Here are some of the highlights:

- **Replacing aging waterlines:** LTWD worked to improve reliable water service by replacing water lines with the Loveland/Campion Conversion Project.
- **Installing new infrastructure:** To continue to serve changing areas of our region we are in the process of relocating waterline on Weld Country Road 54, installing new line in the Northeast Transmission Line and West I-25 Transmission Line and relocating a pressure reducing vault in Mead at 3rd and Welker.
- **Diversifying water supplies:** To diversify water supplies and reduce reliance on western slope water, the District has begun two significant pumping and transmission line projects to utilize eastern slope water owned by the District.

Online Bill Pay Options



Have you tried paying your bill online? It's the easiest way to pay your bill consistently and on time. We use Xpress Bill Pay, which provides a fast, secure and convenient way to pay your bill. You'll have to create an account, and after that, paying online is easy.

You can also sign up for paperless billing to reduce resource use and save on a stamp. Plus, autopay also ensures that you never forget to pay your bill and that it's always paid on time.

Of course, you can continue to pay your bill over the phone at 1-866-742-9170, set up automatic payment through your bank, mail in a check with the bottom portion of your bill or visit our office at 835 E. Highway 56 in Berthoud with a check and the bottom portion of your bill.

However, many of our customers enjoy online bill pay and find it saves them time and energy.



Sign up for online bill pay at <https://bit.ly/4gtgSdU>

Team Spotlight | Meet the Locate Team

This quarter, we want to highlight our locate team, which protects the District's infrastructure from damage by others doing excavation, potholing, utility installation and other excavation-related activities. This small but mighty team consists of four people: the crew leader, a backflow specialist and two locators.



Without the team, buried infrastructure would likely be damaged, the system could be susceptible to backflow events causing water quality issues and customer low and high-pressure issues would likely go unresolved.



What's unique about this team is that they must be highly responsive to customers' needs and emergencies from third parties. There is no typical "day in the life" because they never know when something will come up requiring immediate attention. When not dealing with hot issues, the locate team collects GPS data on the existing infrastructure

to further enhance our GIS database.

They're also the eyes and ears of the engineers, making sure crossing agreements and exclusive easements are upheld. A perk of the job is that the locate team is outside 90% of the time, allowing them to see a lot of wildlife here in beautiful northern Colorado.

Thank you locate team for everything you do for the District!

Customer Survey: What Interests You?

We want to hear from you! We're grateful for the opportunity to connect with our customers quarterly through our newsletter, and we want to make sure we're sharing the kind of content you're interested in. Please fill out our brief survey to let us know what you enjoy reading about. **Take the survey at <https://bit.ly/4dcuTKg>**



[SURVEY HERE](https://bit.ly/4dcuTKg)

The Water Contingency Action Plan Status

Thankfully, we were able to stay at Green (Watch) throughout the year. The District sets the Water Shortage Contingency Action Plan to ensure that we're storing enough water in case of a drought.

In the fall and winter, your water use naturally drops off quite a bit as lawns and plants go dormant for the winter.



Some tips to keep in mind for the fall, considering Action Level Green are:

- Blow out your sprinklers if you haven't already to prevent damage to your sprinkler system and your home.
- Make sure your hose, faucets and sprinkler system are working correctly and in good shape before winterizing them.
- Use a broom or other dry methods to clean off surfaces outside instead of the hose.
- Use a shut-off nozzle when washing your vehicle instead of letting the hose water run.

Learn more and view the Green regulations at <https://bit.ly/4b3FJk>



LITTLE THOMPSON WATER DISTRICT

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