



## ADJUSTING RATES TO MEET EXPECTED DEMAND AND OPERATING COSTS

It's that time of year again when we evaluate Little Thompson Water District (LTWD) rates for the upcoming year. Over the next couple of months, we'll evaluate 2024 rates and then have a hearing in November to officially approve them.

When looking at rates, we take into careful consideration how we can maximize your dollar and provide great service to our customers. Your monthly water bill includes the costs of treating and delivering clean water to your home or business and we break down the costs into two categories:

- A base rate for services
- Tiered rates (note: tiered rates pay for the actual treatment of the water, repairs on waterlines, replacement of parts and the processes that keep our systems humming along)

LTWD utilizes a water allocation system to equitably budget and distribute water resources across our diverse district and customer base. It also helps us manage our water resources to ensure our water supply is sufficient to meet each of our customers' demands. The allotment system is part of our ongoing effort to responsibly manage our water resources to ensure you have access to safe, reliable water today and for years to come.

Your monthly water bill does not cover the cost of acquiring water supplies. This means if you use more than your annual water allotment you are using someone else's water or dipping into drought protection supplies. It's important that customers stay within their allotment so depending on what kind of tap customers have we utilize a mix of rate tiers and surcharges once an allotment is exceeded to help keep water usage low.

Customers with a standard tap will see the cost for higher consumption reflected in a higher rate. For example, if your usage goes over 50,000 gallons in one month, your rate increases as that usage indicates you are likely to go over your annual allotment. If you have any other tap, such as a conservation or inside-use-only tap, you have a surcharge that starts only after you have used more than your annual allotment. Once the surcharge starts, it continues on all water used until the end of the year to help cover the additional costs of using more water than your annual allotment.

Don't worry, we have tools and programs to help you monitor and create efficiencies for your water usage. LTWD customers can take advantage of these resources:

- **EyeOnWater**, LTWD's app (learn more here: <https://littlethompsonwd.colorado.gov/eyeonwater>)
- **LTWD-sponsored conservation programs and landscaping rebates** (learn more here: <https://littlethompsonwd.colorado.gov/conservation-programs>)
- **LTWD website** (<https://littlethompsonwd.colorado.gov>) or **Facebook page** (<https://www.facebook.com/LittleThompsonWater>) for additional information, tips and tricks

We're here to help you understand your water usage so you can make changes for efficient water use. Together we can conserve, treat and deliver affordable, clean water across our District.



## SEAMLESS BILL-PAYING EXPERIENCE

We've made it easy for you to pay your bill through an innovative web-based online bill payment system — Xpress Bill Pay. The system makes it easy for us to offer you online bill payment and allows you to pay your bills with credit cards, debit cards or electronic fund transfers.

Login from the LTWD website and have immediate access to your account. Xpress Bill Pay is quick to set up, easy to use, and provides us with a comprehensive efficient bill payment system.

- **Real-time payments** — in most cases your payment is posted on the same date you paid.
- **Email reminder alerts** — sent to you when bills arrive, when they're due and when they're paid.
- **Payment history** — a complete history of your payment confirmations and online transactions.
- **AutoPay** — set up automatic payments then sit back and let the system schedule payments for you.
- **Secure transactions** — employs the same security technology as leading online banking and financial institutions.



Xpress Bill Pay also meets all security compliance requirements for the Payment Card Industry

(PCI) Data Security Standard — this includes certification with Visa Cardholder Information Security Program (CISP), MasterCard Site Data protection program, American Express Data Security Standards and Discover Cards DISC program. Xpress Bill Pay has also received a Security Metrics Level 1 PCI certification so you can rest assured your information is safe when paying online.

Check out Xpress Bill Pay and set up your account today!

## WHAT YOU SHOULD KNOW ABOUT WATER USAGE THIS FALL

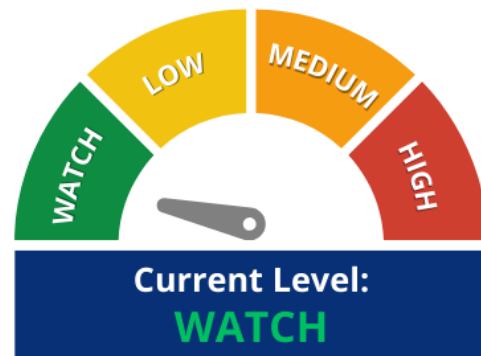
### 2023 FALL ACTION LEVEL: WATCH



Coming into fall, we're sustaining the **Green Water Shortage Watch** level set out by our Water Shortage Contingency Action Plan. As the weather cools and lawns and plants become dormant, your water usage slows way down. Take the

opportunity to check that your faucets, sprinkler systems, and hoses are in tip-top shape before storing them away for winter. Also, schedule your sprinkler blowout and prep to shut down systems by the first freeze.

### WATER CONTINGENCY PLAN ACTION LEVEL



## EXPLORE THE WATER SYSTEM WITH CLAYTON ORBACK

### EMPLOYEE SPOTLIGHT

#### Clayton Orback

LTWD Engineering Technician I

We're proud to have you on our team!



Meet Clayton Orback, LTWD Engineering Technician I. Clayton is a Marine Corps Veteran who started working as a subcontractor for LTWD in 2008 and then joined the District's team full-time in May 2019. His focus is to ensure LTWD customers, present and future, have reliable access to safe water.

Clayton likes that he gets to work with and learn from a very diverse group of individuals. Although he's not new to the water industry, he is early on in his engineering career and has enjoyed the healthy challenge of working for LTWD and developing necessary engineering skills. In fact, while he already has his degree as a physicist, he is currently working on his engineering license.

As part of our engineering team, Clayton plays an important role in the development of the District's water system. He has his hands in everything from reviewing and contributing to design plans for water system facilities, to evaluating the potential impact of developments within the District, to performing on-site inspections to ensure quality and compliance, and more.

As he reflects on educating customers, he emphasizes the work that goes into providing safe and reliable water to homes and businesses in the District, but says LTWD has an excellent team that makes it happen! His water conservation tip is to become educated on how much water you use and use that knowledge as a baseline to decrease your demand by increasing your usage efficiency.

When not busy working for LTWD, Clayton enjoys spending time with his wife and four kids.

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### WHAT INFORMATION DO YOU WANT TO RECEIVE FROM LITTLE THOMPSON?

We want to make sure you're receiving updates and information about the water topics that matter to you. Please take this quick survey to help guide our efforts so we know the best types of information to include in our communications. The survey is anonymous and will take less than 5 minutes.

