

Brook Forest Water District

www.brookforestwater.org

Brookforestwaterdistrict@gmail.com

JANUARY 2015 FIRST QUARTER NEWSLETTER

Happy New Year!

Rate Increase:

As of January 1, 2015 the District has implemented a rate increase, as published in the 3rd and 4th quarter newsletters of 2014.

As written in the October 2014 newsletter...

"The Board of Directors for the Brook Forest Water District have reviewed and analyzed the 2014 operational costs and future capital costs facing the District with the goal of providing continued reliable, safe and efficient delivery of the water we all need.

Our water supplies are adequate and of high quality as our testing has year after year proven. Our infrastructure, the delivery system to each of your homes, is in relatively good shape. However, when there is a line break it is usually in the outside 4" lines, and we have miles of 4" lines in the ground that needs to be replaced with properly bedded 6" lines which are estimated to provide a 50 year life.

The District is funded by both quarterly fees and by tax revenues. The fees are typically used to fund the on-going operations while the tax revenues usually support the capital improvement projects. Operational costs have been rising driven by energy, services and regulations. To begin the process of paying for the increased costs the District will institute a \$10 per month fee increase beginning January 1, 2015, payable quarterly. Your new fee will be \$120 per quarter. Undeveloped properties pay a Ready-to-Serve (RTS) fee that will increase from \$40 to \$60 per quarter beginning January 1, 2015.

These increases alone will not provide for the long term viability of the District's infrastructure.

In Spring of 2014, the District replaced 1,100 feet of 4" line along Ponderosa Way, an area that had a number of breaks in the past. What we learned from this experience was that the number of contractors currently working is reduced from pre-recession numbers and the number of jobs they are called on to bid and work has increased. The result is higher costs to the District and a reserve fund for Capital Improvement Projects (CIP) that has negatively been impacted.

Our targeted projects have been reviewed in light of our experience with the Ponderosa Way Project, we are delaying some projects by a year or more. This will allow us to increase our reserve fund and to seek a more competitive bidding environment. Beginning with our 2015 property tax statement, payable in 2016, our mill rate will increase by 2.7940 from the current 19.4720 to 22.2660.

We believe this combination of mill rate and fee adjustments provides the most equitable means of funding the Districts future needs through a tax deductible venue and an across-the-board fee equal to all members.

All districts across the State face increasing regulations. These will impact us financially and to an extent yet unknown. For example, we have been told our water tanks will need an internal inspection. This requires multiple highly trained divers. If re-coating of the interior is required we will have one tank out of the system during the highly dangerous coating procedure.

The costs are unknown at this time, but that's the type of issues that are being addressed.

The benefits of a community water delivery system are numerous and valuable. For example, annual water quality testing. Our water is of very high quality and great tasting. We don't have to worry about personal wells and the potential for failures. You have a team of professionals that oversee your water supply. In short, your water distribution system takes one more worry out of those we face living in this great area of the foothills."

Cost Saving Measure:

The District frequently discusses cost saving measures at meetings. One of the topics discussed is electronic communication of our quarterly newsletter and invoice statements to each of you in the District via email. We strongly encourage you all to consider providing your email address to our District Administrator in one of the following ways:

1. Send an email to our new email address, as shown at the top of this newsletter
2. Call our new number, 800-544-9903
3. Or simply include with your next payment

By receiving your quarterly statements and newsletters electronically you will be truly helping us control costs.

Newcomer Letter:

When a new resident becomes a customer of the District, a letter is sent out to the resident with useful information with regard to the District, along with a map. With this newsletter, we are including the Newcomer Letter with your billing statement for all residents to ensure that everyone is provided with the necessary information needed about the District. You can always find information with regard to rates, rules and regulations, board meetings, etc. on our website at: www.brookforestwater.org.

Administration:

Effective November 2014, Nickie Holder became our new Administrator. She will oversee the District billing, accounting and administration. If you have any questions with regard to your billing statements or account, please contact her Monday-Friday, anytime between 8am – 5pm.

Pipe Breaks in Your House:

In the event that you have a pipe break in your house please notify the district as soon as possible. The water lose will result in a drop in the tank level which can be mistaken for a main break, and will result in a full district leak survey, a very costly and time consuming exercise.

You **will not** be charged for the water lose if it is reported in a timely manner.

Please refer to the District Rules and Regulations as follows.

A. It shall be the duty of each customer connected with the District's water system to ensure that his or her plumbing is properly constructed, insulated, and heated in such a manner as necessary to prevent freezing and breaking of such plumbing which might damage the District's system.

B. It shall be the duty of each customer to notify the District office in a timely manner if a leak or break in that customer's service line or plumbing occurs which would adversely affect the District's system and to shut off or cause to be shut off water service until such leak or break is repaired.

C. In the event that a customer does not so notify the District office and a leak or break in the customer's service line or plumbing results in freezing or other damage to the District's system, that customer shall pay the cost of all water loss and materials and labor required to restore the District's system to its condition prior to the break. These costs shall be charged in addition to all other fees and charges by the District.

Thank you,

The Board of Directors

*Bill Weisenborn, President
Tony Langowski, Vice President
Ilse Ramsey, Treasurer
Bruce Nicklow
Dave Pellegrini*

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APRIL 2015 SECOND QUARTER NEWSLETTER

New District Administrator:

Meet Nickie Holder of NMHolder Financial, Inc. Nickie brings years of experience in Special District management to Brook Forest Water District. She is in the process of moving to a new home and yet hasn't missed a beat for us since coming on board November 1, 2014. Please feel free to contact Nickie with any questions you may have regarding your water service and to welcome her on-board.

New District Address:

Along with the transition to NMHolder Financial, Inc. you will notice with this quarterly bill, a new address for mailing your payment. Please be sure to up-date our address with your personal bank's on-line payment system if you pay your bills through your bank. Our new District address is: **9249 South Broadway, #200-344, Highlands Ranch, CO 80129.**

Rate Increase:

On January 1st new rates went into effect district wide. Quarterly rates now are \$120 for developed property and \$60 for ready-to-serve properties. These fees primarily serve to meet the demand for daily operation of the district. Next year a mill rate levy increase will be instituted. These dollars serve the long range capital improvement aspect of the district.

As outlined in the previous newsletter, we face growing costs as a result of the recession. It reduced available contractors and materials increasing the demand on shrinking resources with the result being higher costs.

As a result we have delayed needed system improvements until next year. Our plans are to develop the scope of the target project in conjunction with our water consulting engineers with the goal to put the project to bid early enough to lock in the lowest possible cost to the district.

Speaking of Billing:

Several customers have called to inquire if the District can accept on-line payments through our web site. We all know how convenient that is and we wish we could offer such a plan, but with less than 300 customers our business unit is too small and expenses too high. We will continue to explore all options.

There is one thing that each of you can do to help facilitate communications and that is provide Nickie with your email address. We would like to move to emailing the quarterly statements to each and every one of you. There are three or more ways to provide your email address:

1. Call Nickie at (800)-544-9903
2. Email Nickie at --
brookforestwaterdistrict@gmail.com
3. Contact Nickie through our website --
brookforestwater.org
4. Write your email address on your statement when you pay it. Your email address would also allow us to provide you up-dates when there are system wide or local issues that affect your water supply, so please help us do a more effective job.

Spring is around the Corner:

That means it's time to schedule a test of your stop box with Dominic our System Operator. Please contact him to make an appointment at (303) 674-8194.

District Board Meetings:

Board meetings are always open to the public. They are held the 2nd Tuesday of the month at 7pm and are held at the library of Buffalo Park Church of the Hills, 28628 Buffalo Park Rd., Evergreen, CO 80439. Please note the May 2015 meeting has been moved to the 1st Tuesday of the month and will be on May 5, 2015 at 7pm.

Thank you,

The Board of Directors

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JULY 2015 THIRD QUARTER NEWSLETTER HAPPY 4TH OF JULY!

New Rates:

Please be advised, at the June 2015 Board meeting the Board of Directors approved an increase in certain rates (see attached "Appendix A" of the District Rules and Regulations). The quarterly Water Service Charges (\$120) and Readiness-to-Serve fees (\$60) will remain the same, however please note the main change to the rates is how the **Late Fees** will be charged. Currently the cost of paying your quarterly invoice after the first 30 days of it being mailed to you is only a 1% monthly fee; however, beginning **JULY 1, 2015**, if a payment is made after the first month a \$20 late fee will be assessed and invoiced. If a quarterly invoice is not paid after an additional 30 days, a \$30 additional fee will be assessed and invoiced. If a payment is 90 days delinquent your water will be shut off and additional fees will be assessed. Please review "Appendix A" and if you have any billing questions please call our offices anytime.

The new rate structure has been put into place as a result of the number of outstanding customer account balances and late payment on customer accounts that the District has been experiencing.

Online Bill Payment:

There has been a lot of interest by our customers for the District to offer an online bill payment option. With the increase in late payment fees that will begin July 1, 2015, we will begin to offer online bill payment through our website approximately August 1, 2015. There will be a \$2.50 convenience fee that the customer will have to incur if you wish to pay online rather than to pay by check. The \$2.50 fee seems a lot less than getting assessed \$20 for late payment of your quarterly invoice.

Emailing Quarterly Invoices:

As outlined in the previous newsletter, we face growing costs as a result of the recession. It reduced available contractors and materials increasing the demand on shrinking resources with the result being higher costs. There is one thing that each of you can do to help facilitate communications and that is provide Nickie with your email address. We would like to move to emailing the quarterly invoices to each and every one of you. There are three or more ways to provide your email address:

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4. Write your email address on your statement when you pay it. Your email address would also allow us to provide you up-dates when there are system wide or local issues that affect your water supply, so please help us do a more effective job.

Summertime is Here!:

That means it's time to schedule a test of your stop box with Dominic our System Operator. Please contact him to make an appointment at (303) 674-8194.

Outside Watering – Not Allowed:

With summertime here many outside projects are in the works like power washing houses and decks or prepping houses for staining, but please remember outside use of the District water for exterior projects is not permitted.

Thanks for your cooperation!

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Thank you,

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OCTOBER 2015 FOURTH QUARTER NEWSLETTER Fall is here and winter is on its way!

New Rates – Just a Reminder:

Please be advised, at the June 2015 Board meeting the Board of Directors approved an increase in certain rates (see attached “Appendix A” of the District Rules and Regulations). The quarterly Water Service Charges (\$120) and Readiness-to-Serve fees (\$60) will remain the same, however please note the main change to the rates is how the **Late Fees** will be charged. Beginning **JULY 1, 2015**, if a payment is made after the first month a \$20 late fee will be assessed and invoiced. If a quarterly invoice is not paid after an additional 30 days, a \$30 additional fee will be assessed and invoiced. If a payment is 90 days delinquent your water will be shut off and additional fees will be assessed. Please review “Appendix A” and if you have any billing questions please call our offices anytime.

The new rate structure has been put into place to encourage on-time payments that our previous penalty structure failed to achieve.

Online Bill Payment is here!:

Due to an increase interest by our customers for the District to offer an online bill payment option you can now go online to our website, brookforestwater.org and follow the links to “Online Payments” in order to pay your bill with a credit card or echeck. There will be a \$2.50 convenience fee that the customer will have to incur if you wish to pay online rather than to pay by check. The \$2.50 fee seems a lot less than getting assessed \$20 for late payment of your quarterly invoice.

Emailing Quarterly Invoices:

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4. Write your email address on your statement when you pay it. Your email address would also allow us to provide you up-dates when there are system wide or local issues that affect your water supply, so please help us do a more effective job.

Winter Time Shut Offs:

If you will be going out of town during the winter months for an extended period of time (at a minimum one quarter, not more than three quarters), you may request that your water be shut off at the street for non-use. The quarterly fee will be \$60 per quarter, equivalent to our Readiness-to-Serve charge (see Appendix A of the District Rules and Regs on our website). In order for our System Operator (Dominic) to shut your water off, all bills owing on the property must be paid prior to any shut off and the property owner must pay the District in advance for the turn off and turn on fee, in the amount as stated in Appendix A of the District Rules and Regs – see Section 8.09 B. of the District Rules and Regs for further information.

Snow Will Soon Arrive:

As we get closer to the snowy season here in Colorado, please be sure to clear your stop box from any snow over the next few months as it needs to be accessible to our System Operator in case it needs to be shut off or repaired.

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