

WILLOWBROOK WATER AND SANITATION DISTRICT

9850 B West Girton Drive
Lakewood, CO 80227
303-986-2275

Website: willowbrookwater.org
Email: wbwater@qwestoffice.net

District Information

Office Hours:

Monday through Friday 7:30 a.m. to 11:30 a.m. and 12:30 p.m. to 4:30 p.m. The office is closed on major holidays.

Board Meetings:

The Willowbrook Water and Sanitation District Board Meetings are open to the public and are generally held the fourth Tuesday of each month at 5:00 p.m. at the District Office located at 9850-B W. Girton Drive, Lakewood, Colorado.

In the event there is a change to the date or location of the Board Meeting, notice of that change is posted at the West Metro Fire District Station #11 located at 15629 W. Belleview Avenue, Morrison, CO and on the District's website www.willowbrookwater.org

Emergency Response:

In the event of a water or wastewater emergency, contact the District office at (303) 986-2275 for 24-hour emergency response.

Your Board of Directors

Charlie Haase
Chairman

Timothy Shangraw
Vice President

William DeWolfe
Secretary

Steve Collings
Treasurer

Mike Mayers, Jr
Member

THE FACTS ON DISTRICT CONSUMPTION

The District purchases the water provided to Willowbrook residential, commercial, and irrigation customers from The Denver Water Department.

Water fees collected by the Willowbrook District cover the cost of purchasing the water from The Denver Water Department (DWD) as well as operation and maintenance expenses associated with our own water distribution system including repairs, capital improvements, management, accounting, engineering and legal costs. There is no profit to be made through the sale of water to District customers. The District is responsible for payment to The Denver Water Department for all water that comes through our Distributor Master Meter.

In September 2014, the District purchased 40,708,000 gallons of water. In September 2015, the District purchased 76,760,000 gallons of water, representing an 88% increase in overall District consumption.

The logged events at the Colorow Pump Station confirm that the pump started automatically 25 times in September 2014, and started automatically 68 times in September 2015, indicating a significant increase in pump load.

The rationale for increased consumption during September 2015 is that this September was one of the hottest and driest on record—much more so than the past two years, and more so than July and August of this year.

WE APPRECIATE YOUR COMMENTS

In response to many comments the District received about high water bills for the month of September, District staff and Board members have been working diligently to determine the causes. In addition to the abnormally high water consumption discussed above, the billing period during August was approximately 3 weeks, while that during September was approximately 5 weeks. This caused the reported consumption during the August billing period to be lower than it actually was over its calendar month, and higher during the September billing period than it actually was over its calendar month. The longer September billing period, compounded by the abnormally high water usage resulted in the comparatively high monthly consumptive and associated bills.

District staff and Board members have taken measures to prevent this from happening again. Such measures consist of purchasing additional hand-held reading units to allow all 3,600+ District meters to be read within the same 24-hour period and adding two new office computers and updated software to facilitate data management and billing processes.

Another concern raised by the community, District staff, and Board members over the high September billing was the potential for water meters to be inaccurate. To address this, District staff pulled 30 water meters from customers who reported abnormally high water bills during September and had them tested by an independent certified testing firm to verify their accuracy. Of the 30 meters, 29 passed the American Water Works Association acceptable range of accuracy of 96% to 101%. The single meter that failed read low (meaning it recorded less water than what passed through it) at an average accuracy of 82.2%. Based on these findings, the District has determined that the amount of water billed to customers during the August and September billing cycles is representative of the water consumed, minus the one that was low. That meter was replaced. While the District understands that high water consumption means higher water bills, any past-due amounts that have been held for question are now due.

*** IMPORTANT BILLING UPDATES ***

Going forward, the District is implementing a new billing software that will provide the date the water meters were actually read, plus the TO/FROM dates of the billing cycle, to better inform customers of water used over the actual billing cycle. The new software is a web-based program that enables customers to view their account and pay bills online. The software is currently being beta-tested and is scheduled to be brought live early next year.

It's not always easy to tell if your toilet is leaking. To check for a slow leak, add some food coloring or dye tablets to the water inside the tank and wait 5 to 10 minutes. If the color seeps into the toilet bowl, you have a leak. To repair the leak, follow these steps:

Step 1: Remove the tank lid and check the float arm. Reach in and lift it up. If the water stops running, you've found the problem. Adjust the screws or bolts to the inlet float valve until the water stops flowing.

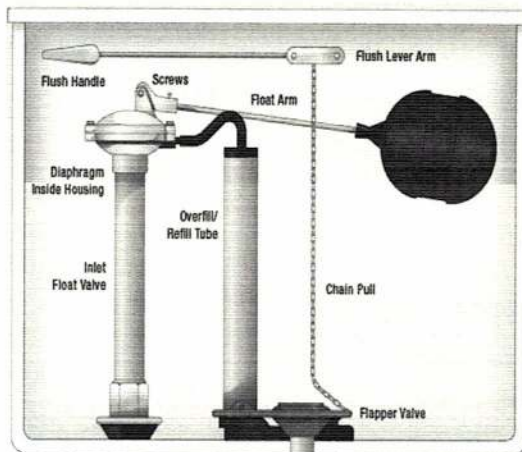
Step 2: If the toilet continues to leak, turn off the water supply valve to the tank, and flush the toilet to drain out the water. Examine the inlet float valve by removing the two screws or bolts and lifting the top of the valve housing out. Check the diaphragm. If it's slightly damaged or worn, replace it.

Step 3: If the toilet periodically refills without flushing, examine the ball stopper or flapper valve. It should fit flush in its seat. If not, look at the lever and guide rods that operate the ball stopper. If they are crooked, gently straighten them. For toilets with a chain pull attached to the flapper valve, make sure the chain is slack when the valve is seated to ensure a snug fit. If the ball or flapper valve itself is worn out, replace it. Check for corrosion or deposits on the seat and the ball stopper or flapper valve. Use steel wool to remove this buildup.

Step 4: Inspect the small refill tube that connects the fill valve to the refill-overflow tube to be sure the smaller tube ends slightly above the standing water level of the filled tank. If necessary, gently pull the small tube upward until its end is correctly placed.

Step 5: If the toilet is still leaking, you may have a problem with the fill valve. In this case, a steady trickle of water will run constantly, flowing into the overflow tube in the toilet tank. If the water level in the tank is up to the top of the overflow tube, you probably have a fill valve problem. First, try to adjust the float level so the water stops flowing before reaching the overflow level.

Step 6: If that doesn't stop the leak, replace the fill valve. Shut off the water supply to the toilet and flush to empty the tank. Sponge the final few cups of water from the bottom of the tank. Disconnect the supply line, and remove the nut on the bottom of the tank to remove the old fill valve assembly. Install a new fill valve assembly and reattach the supply line. Finally, attach the fill tube hose to the overflow tube. Turn the water back on, and adjust the float so that the water shuts off about 1 inch below the top of the overflow tube.



TO ALL WILLOWBROOK RESIDENTIAL AND BUSINESS CUSTOMERS

PLEASE BE AWARE that our sanitary sewer system is designed to handle ONLY three types of waste products:

- * Water
- * Human body waste
- * Toilet paper



WE ARE ASKING THAT RESIDENTS DO NOT USE THEIR TOILETS AS TRASH CANS.

Flushing foreign materials puts yourself, your neighbors, and your community at risk for costly sewer line repairs and reduces the service life of the main lines and pumping equipment, and increases the cost of maintaining the District's sewer system. Any item that is flushed down the toilet, or poured down a sink or drain, has the potential to accumulate in the District's sewer main causing a hefty backup. Or, objects may become lodged in the rotating impellers in the pumps used to move our wastewater to The Metro Wastewater Treatment Plant. A sanitary sewer system overflow is as bad as it sounds.

Tree roots are the leading causes of preventable backups, but everyday items will also cause problems within the system.

PLEASE DO NOT flush: large quantities of toilet paper, Kleenex, cotton balls, Q-tips, paper towels,

napkins, feminine napkins, tampons, or applicators, disposable diapers, socks, underwear, pantyhose, plastic bags, brushes, washcloths, bars of soap, cigarette butts, Band-Aids, hair, rags, rubber bands, mop heads, 'disposable' toilet scrubbers or cleaning sheets, string, nails, coins, scouring pads, sponges, toys, wood shavings, wire, dirt, rocks, goldfish, gum....

PLEASE DO NOT place down your sinks or drains the following items, which can contribute to a gradual loss of water flow leading to a backup: Fruit and vegetable cores or peels, live seeds, raw beans, peas, rice, corn, oatmeal, cereals, coffee grounds, tea bags, barley, pasta, pet food, kitty litter, grease, fats, oils, peanut butter, sand, paint...

PLEASE DO NOT flush or pour down your drains: Flammable liquids, toxic chemicals, hypodermic needles, over-the-counter or prescription medicine, or other products which may endanger public health or sewer workers.

The Willowbrook Board of Directors appreciates your efforts in helping the District maintain a safe and efficient sewer system. Your awareness helps to keep operating costs down, as well as protecting your property and your community from costly sewer repairs.

Most of us don't think too much about the **dripping faucet, leaky hose, running toilet or swampy sprinkler head** we may have lived with for months. But those continuous forms of water waste add up faster than you might think. The table below illustrates how a tiny leak can turn into a big water bill.

Water Waste Adds Up: Common Measures

If a leak has a continuous flow of:	It wastes the following number of gallons in:		
	1 Hour	1 Day	1 Year
1 cup (1/16 gal) per minute	4	90	32,850
1 pint (1/8 gal) per minute	8	180	65,700
1 quart (1/4 gal) per minute	15	360	131,400
2 liters (about 1/2 gal) per minute	32	761	277,698
1 gallon per minute	60	1,440	525,600