



ELCO *NEWS*

Newsletter of the East Larimer County Water District

December 2024

Office Hours and Location

The ELCO office is located at 232 South Link Lane, Fort Collins, Colorado. Office hours are 8:00 am to 4:30 pm, Monday through Friday. The phone number is (970) 493-2044.

Emergencies

Customers in need of emergency service can call (970)493-2044 after regular office hours. Emergency calls are routed to an answering service which can dispatch on-call personnel.

For Your Information

ELCO customers have the ability to check their accounts and pay their bills via the Internet. Customers can access their accounts to determine the status of payments, monitor consumption, and authorize payment from their checking accounts or via credit card. ELCO customer accounts can be accessed by logging on to the District's website at <https://www.elcower.org>

Water Rate Increase Effective January 2025

At the December 2024 Board meeting, the ELCO Board of Directors approved an increase to monthly water rates effective January 2025. The board approved to increase the base and volumetric charge based on account classification. See the table below for the approved adjustment:

Monthly Water Base Charge by Water Tap Size (Effective January 2025)

Tap Size	Current Base Charge	Base Charge
3/4"	\$14.93	\$15.23
1"	\$23.08	\$23.55
1-1/2"	\$32.87	\$33.53
2"	\$72.01	\$73.45
3"	\$153.57	\$156.64
4"	\$333.00	\$339.66
Mobile Home Park	\$10.32 / space	\$10.53 / space

Volumetric Charge by Water Tap Size (Effective January 2025)

Classification	Current Volumetric Charge (per 1,000 gallons)	Volumetric Charge (per 1,000 gallons)
Residential	\$4.70	\$5.17
Commercial	\$4.02	\$4.43
Irrigation	\$6.89	\$7.58
Multi-Family	\$3.15	\$3.46
Mobile Home	\$2.92	\$3.21

The typical residential customer, based on average annual water use of 10,000 gallons will see an increase of \$5.00 per month. This rate adjustment is to ensure the District is able to continue to provide customers with the high-quality service currently delivered today. All our costs from capital infrastructure projects to daily operations are paid for solely by rates and fees, not taxes. The water rates are based on the cost to treat and deliver water to the customer. The District continues to reinvest the money received from customers to maintain and upgrade water lines, pump stations and other infrastructure that allow us to deliver safe, reliable water.

Conservation Charge

ELCO assesses a conservation charge when customers exceed their annual allotment. This charge reflects the value of water rights available to the District and plant investment fees assessed by the District. If a customer's cumulative water use from January through December exceeds their annual allotment, a conservation charge is assessed on all water use in excess of their allotment. The annual allotment is set back to zero each year after the January meter reading. For all customer categories, the conservation charges increase the volumetric rate. Effective January 2025, the conservation charge will be an additional \$5.50 per thousand gallons in addition to the normal volume once the annual allotment is exceeded. For single-family residential customers, the conservation charge raises the water rate from \$5.17 to \$10.67 per thousand gallon. To help customer's keep track of their year-to-date water use, a chart is printed on the lower left section of the bill.

Please refer to ELCO's website at <https://www.elcower.org/> for further details.



printed on recycled paper.



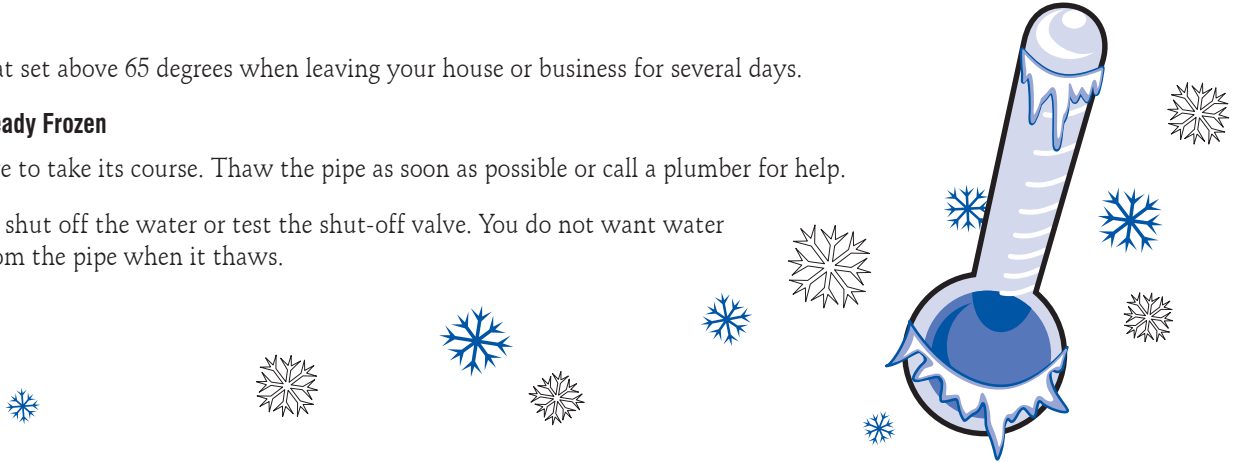
Tips for Deep Freezes and Frozen Pipes

Colder weather is here. Here are a few tips on what to do during a deep freeze (-5 degrees and below).

- Keep open cabinet doors leading to exposed pipes (such as access doors for sinks), so that household air can warm them. The natural flow of warmer air will help combat many problems.
- If you have an attached garage, keep its doors shut. Occasionally, plumbing is routed through this unheated space, leaving it vulnerable to winter's worst.
- Crack a faucet farthest from the place where your water enters the house. A very slow drip will keep water molecules moving, reducing the chance that pipes will freeze. Place a bucket underneath the faucet so the water can be saved for other household uses.
- Keep your thermostat set above 65 degrees when leaving your house or business for several days.

If You Think a Pipe Has Already Frozen

- Don't wait for nature to take its course. Thaw the pipe as soon as possible or call a plumber for help.
- If you do it yourself, shut off the water or test the shut-off valve. You do not want water suddenly gushing from the pipe when it thaws.



Beacon/Badger Meters- Online Access Available via Eye On Water Website

East Larimer County Water District continues to upgrade water meters throughout the district with smart meter technology. These new meters allow online and secure access to customer's daily water usage data. Utility customers can sign up for the free service at www.eyewater.com/signup. There is also a free app available for iPhone or Android phone.

The application allows customers to track the water use on an hourly, daily, monthly and yearly basis. Customers can also setup alerts through the system that will notify them via email or text of continuous flow for 24 consecutive hours of flowing water above a specified limit called an alert threshold. If the threshold was exceeded during that time, an alert will be sent. If flow dropped to zero or below the threshold, even if the flow was exceeded one or more times in that last 24-hour period, no alert will be sent.

Approximately 95% of the District customers have a Badger meter (smart meter) installed. To determine if there is a Badger meter installed at the property, refer to the monthly bill. All accounts with a Badger meter installed have a note just right of the bar graph stating "Access to your daily water usage is available at www.elcower.org/eyewater."

In order to setup an account on Eye On Water website, customers will need their water bill to reference the account number. When entering the account number on the site, omit the hyphen. For example, if the account number is 123567-000, enter the account number online as 123567000. The site will also require the zip code to verify an account can be setup. From there, the customer will setup a username and password to access the account.

For assistance on setting up an account, customers can visit ELCO's website www.elcower.org/eyewater where there is a video that may help guide you in setting up your new account. Customers can also contact the office at 970-493-2044 or elco@elcower.org for assistance.

