

indian hills water district

P.O. Box 710 • 4491 Parmalee Gulch Road • Indian Hills, Colorado 80454
Office: 303.697.8810 • Fax: 303.697.3977 • office@indianhillswater.com • www.indianhillswater.com

To Our New Customer:

Welcome to Indian Hills Water District.

This letter includes information about the Water District and other documents including our 2022 Schedule of Water Rates and the District's Rules and Regulations are attached to the email. Please read through all documents thoroughly.

General Account Information:

- The billing cycle is monthly and is completed the first week of each month for the previous month's usage, with payments due on the 25th.
- Statement options include email, paper mailed, or both. Email will be the default unless a paper statement is requested.
- Payments can be mailed, dropped off in the slot at the district offices, paid through your bank's bill pay service, or paid online through the customer portal. An automatic payment option is also available on the portal which can be found on the home and customer pages of our website: www.indianhillswater.com

Your water usage data is recorded by a Beacon meter. We collect readings on the last day of each month, so your water usage and billing reflect a calendar month's usage. You can check your water usage on the Beacon EyeOnWater portal. EOW account set-up instructions are attached.

Most of our communication is sent by email. We also have a Water Operations Blog on our website: <https://indianhillswater.com/operations?blog=y>

Working in partnership with Indian Hills Fire Protection District, we encourage you to sign up for Lookout Alert emergency notifications available through Jefferson County's webpage: <https://www.jeffco.us/473/Emergency-Notifications>

To promote public safety and the protection of underground infrastructure, Colorado law requires that utility locates are requested before starting any project that includes digging. Go to <https://www.colorado811.org>. Utility companies, including IHWD, will mark buried utility lines within a couple of days.

Please do not hesitate to contact me with any questions you may have. Our regular office hours are Monday - Friday 9:00 am – 12:00 pm though many times I am in the office later.

Thank You,

Kristin Waters, Office Manager