

## GENERAL CUSTOMER INFORMATION 2024 MENOKEN WATER DISTRICT

District office hours Monday through Friday 8:00a.m. - 4:00p.m.

Phone: 970-249-3242 Email: [menokenwateroffice@gmail.com](mailto:menokenwateroffice@gmail.com)

Website: <https://menokenwater.com/>

After hours: call for emergency service outage: 970-596-2162, 970-901-8963, 970-208-7216

### NOTICE TO CUSTOMERS

1. Each tap, will be billed the monthly minimum upon purchase, whether water is used or not. The District's responsibility is to the discharge side of the meter installation. All water used or leaks registered through the meter is the responsibility of the customer.
2. The deeded owner of the property is the owner of the water tap. Proof of ownership must be provided in the form of a recorded deed showing transfer of ownership, also new customers must complete and sign a District Service Agreement/Tap Application.
3. Each house or living unit will have its own tap, meter, and service pipe. Bulk meters and taps are available for multiple living units on one property, but must comply with State of Colorado backflow regulations (See Backflow below) and must pay additional minimum charges for each unit. Contact District office for more information. Businesses are allowed multiple non-residential buildings on property under one ownership.
4. **Renters:**  
The District will have each account under the tap owner's name on file at the office. The renter's name may be used for billing and mailing, and a duplicate bill can be sent to the owner/landlord if requested. If a renter leaves an unpaid bill the owner will be responsible to pay the whole bill. The property owner is responsible for notifying the District when renters move in and out, and of the correct billing address and phone numbers for the District to contact as needed. The property owner is responsible for settling any billing disputes between renters. The District can send a duplicate of any past due notices to the owner/landlord if requested. Owner/landlords are urged to establish a utility deposit with renters to cover any unpaid bills, and to request that ACH (automatic payment) is setup with the renter for payment of the water bill.
5. **Billing schedule:**
  - a. Meters are read the last week of the month.
  - b. Bills will be posted the last business day of the month.
  - c. Payment is due by the 10<sup>th</sup> of the month, after the 10<sup>th</sup> a 1% late charge will be added
  - d. An account is considered delinquent after thirty (30) days. A past due notice will be sent, if the account is not brought current within the allotted time on the notice, service will be disconnected. A \$ 50.00 fee will be added to the account. There will be a service charge of \$50.00 in addition to the disconnect fee for any reconnect after regular working hours.
  - e. Bill format can be: paper bill card mailed to address, email, or log in to account on line to view bill. Customers can also call the office during business hours and request the balance owed.

### **Payment Options:**

Cash, check, or money order mailed or dropped at office. Online Bank bill pay, Credit

cards and debit cards are accepted online, over the phone, or in office. There is a fee of \$2.95 or 3.5% per transaction. ACH (automatic payment withdrawn from your bank account) is available with no service fee. The office has an afterhours payment drop box.

6. **Current rates: 2024 for 3/4" residential tap**

0 gallons	\$ 22.00 ( base charge)
0 to 30,000 gallons	\$ 3.98 per 1,000
Over 30,000gallons	\$ 2.98 per 1,000

**Commercial rates:**

1" tap \$50.00 base charge	\$ 2.98 per 1,000 gal.
1.5" tap \$80.00 base charge	\$ 2.98 per 1,000 gal.
2" tap \$110.00 base charge	\$ 2.98 per 1,000 gal.
3" tap \$215.00 base charge	\$ 2.98 per 1,000 gal.

7. **Service Charges:**

Service calls	\$ 50.00 each 1 hr. max
Disconnect	\$ 50.00
Disconnect turn on after hours	\$ 50.00
NSF	\$ 25.00 each
Disconnect Notice	\$ 5.00 each
Final bill transfer fee	\$ 50.00

8. **Tap Fees:**

3/4" residential tap - 10 g.p.m.	\$ 4,500.00 plus installation (average \$1,500)
3/4" Tap relocation fee	\$ 1,000.00 plus time and materials cost (average \$1,500) road crossings are on a time and materials basis (average cost \$500.00 to \$1,000.00)

Commercial taps:

1" - 25 g.p.m.	\$5,250 plus installation costs
1 1/2" - 50 g.p.m.	\$10,500 plus installation costs
2" - 160 g.p.m.	\$15,750 plus installation costs
3" - 320 g.p.m.	\$31,500 plus installation costs

9. **Pressure:**

The District system has such great changes in elevation that the main lines are subject to pressure variation between 20 and 200 pounds. The District is not liable for any damage or water loss due to pressure fluctuations. The customer is responsible for installing the proper pressure rated pipe and maintaining the proper plumbing controls to protect from high or low pressure. Pressure available at the tap will vary depending on the location and elevation of the property. Average household pressure is 50 to 65 P.S.I. The District installs at each meter, pressure regulators in locations where the main line pressure is over 80 p.s.i as a courtesy to our customers. These pressure regulators are mechanical in nature and are susceptible to wear and breakdown. The District is dependent upon the customer to report high or low pressure and is not liable for any damages incurred by the customer due to the failure of the pressure regulator supplied by the District. Customers are encouraged to install their own pressure regulators before any appurtenance or service line that requires protection from high pressure/low pressure/pressure fluctuations. Examples of pressure sensitive appurtenances

include: dishwashers, refrigerators, washing machines, hot water heaters, livestock watering tanks and floats, swamp coolers, etc.

10. **Backflow:**

All non-residential taps must comply with CDPHE Regulation 11.39, State of Colorado plumbing codes and fire codes including plumbing cross-connection survey and inspections, backflow compliance and annual testing as required. Non-residential customers are required to notify the District of any change in property use, change in tenant, renovations or changes in water use that may require a re-survey of the property.

Residential customers are encouraged to have backflow prevention devices placed on irrigation systems, swimming pools, and/or livestock hydrants and tanks connected to the domestic water service. Multiple residential services attached to one tap (rental units, apartments, RVs used for long term living, mother-in-law living units, etc.) MUST have proper backflow devices installed in accordance with CDPHE Regulation 11.39 and State of Colorado plumbing codes and must be surveyed initially and then inspected annually and reported to the District when required.

Non-compliance may result in water disconnect at the service until compliance is achieved or restored.