Woodland West Water Users Association (WWWUA) Member Handbook

Revised July 2025

# Overview

The WWWUA serves as the water utility for the Woodland West and East Edlowe subdivisions. This Member Handbook provides answers to frequently asked questions, as well as general information about the water system organization, operation and member responsibilities.

WWWUA owns and operates a water system that includes three wells, a 36,500-gallon buried reservoir (located at the west end of Woodland West Drive) and approximately nine miles of distribution pipe, valves and concrete vaults housing valves and meters. It is a gravity-feed system from the reservoir to all properties in the WWWUA service area. Daily demand on the system ranges from roughly 13,500 gallons in the winter months to 16,500 gallons in the summer months.

WWWUA owns its water rights. The court decree allows our water rights to pump a maximum amount of water each year from the aquifer. The water in the aquifer is a result of snow and rain that falls on the aquifer and, to some extent, water that comes into the aquifer from surrounding terrain to the south and southwest of Woodland West. Even though there have been years with low amounts of rain and snow, we have been able to pump enough water to meet the needs of the community. However, as we have only one source of water, water conservation is encouraged.

Everyone who owns property in the Woodland West and East Edlowe subdivisions is both served by the WWWUA and is a member of the WWWUA. As members, all property owners in both subdivisions are conferred with certain rights and responsibilities and are authorized to serve as a WWWUA Officer and/or Director. Note that the WWWUA operates independently of the Woodland West Homeowners Association.

More detailed information is contained within this handbook, as well as the Association’s Articles of Incorporation, Bylaws, and Policy and Standards documents; which can be found on the WWWUA website at woodlandwestwater.com.

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# Frequently Asked Questions

While you are no doubt eager to delve into every WWWUA organizational, administrative, policy and operational document you can get your hands on, the following list of FAQs have been compiled for quick reference on the off chance you might want/need to get something accomplished today.

## Who do I contact if I discover a leak?

For any type of emergency situation (e.g., a leak), do not hesitate to contact WWWUA’s Operator in Responsible Charge (ORC). The ORC is a certified water system professional, and their contact information is available at [woodlandwestwater.com/contact](https://woodlandwestwater.com/contact).

## Who do I contact for non-emergency water problems/questions?

For non-emergencies (e.g., questions about water pressure, water quality, planned work, etc), you can contact the WWWUA Board of Directors at [admin@woodlandwestwater.com](mailto:admin@woodlandwestwater.com).

## What do I do if a plumber needs to shut off my water “at the street”?

If a plumbing contractor tells you that they need to turn off the water to your home at the street (they might also call it the curb stop, the residence service valve (RSV), or the corporation valve), you should contact WWWUA’s Operator in Responsible Charge (ORC) (contact information is available at [woodlandwestwater.com/contact](https://woodlandwestwater.com/contact)). Only a person authorized by WWWUA’s ORC may operate the WWWUA-owned RSV. Any expense to repair damage caused to the RSV by a non-authorized operator is the responsibility of the property owner.

## Who do I contact if I plan to dig/excavate on my property?

Contact Colorado 811 to have underground utilities marked prior to performing any excavating/trenching on or near your property. Colorado 811 will mark WWWUA-owned infrastructure free of charge. Note, however, that Colorado 811 will not mark water service lines owned by you – the property owner (i.e., the service line that runs from the RSV into your home). To get the service line marked, you need to hire a private locating company. A list of private companies can be found at <https://colorado811.org/private-locate-companies/>.

After Colorado 811 and the private locating company has marked the property, contact WWWUA’s Operator in Responsible Charge (ORC) to obtain approval prior to any excavating/trenching that could potentially cause damage to pipelines and valves owned by WWWUA (contact information is available at [woodlandwestwater.com/contact](https://woodlandwestwater.com/contact)). In accordance with (IAW) WWWUA Policy 2.1.1, this applies to:

* All excavating, to include hand digging, greater than one (1) foot in depth within three (3) feet of an RSV riser;
* All excavating within ten (10) feet horizontal distance of an RSV or mainline pipe when any such excavation will be more than three (3) feet in depth

## Who do I contact if I haven’t received my bill?

If you haven’t received your water bill by the 10th of the month, contact the billing service (the contact information for the billing service is provided on every bill) and/or the WWWUA Billing Manager at [billing@woodlandwestwater.com](mailto:billing@woodlandwestwater.com).

## Who do I contact with questions about the bill?

Contact the WWWUA Billing Manager at [billing@woodlandwestwater.com](mailto:billing@woodlandwestwater.com).

## What are the water usage rates and fees?

Current water usage rates and fees are posted at [woodlandwestwater.com/documents](https://woodlandwestwater.com/documents).

## If the house is unoccupied and no water is used during a monthly billing cycle, will I be charged?

Yes. Your water bill includes fixed fees that apply regardless of water usage.

## Can I prepay water charges?

Yes, advance payment can be made. You will still receive a monthly statement.

## What happens if I rent my property?

The property owner is responsible for all water usage and fees; the owner will be billed directly each month.

# Organization and Management

WWWUA is a non-profit organization that manages the water system that serves every home in the Woodland West and East Edlowe subdivisions. The water system is a public water supply and, as such, is regulated by the Colorado Department of Public Health and Environment (CDPHE) and the Environmental Protection Agency (EPA). WWWUA is managed by a volunteer Board of Directors, which is elected annually, in October, by the members. The Board of Directors is responsible for capital planning; daily operations; customer (member) engagements; compliance with local, state and federal regulations; and setting rates for water usage and fees to cover recurring costs to include reserves for maintaining and improving the system.

Detailed information regarding the rights and responsibilities of WWWUA members, directors and officers can be found in the organization’s Articles of Incorporation, and Bylaws, which are posted online at [woodlandwestwater.com/documents](https://woodlandwestwater.com/documents).

All members are invited to attend Board of Directors meetings. Meeting dates and times are posted at [woodlandwestwater.com/calendar](https://woodlandwestwater.com/calendar).

## Water System Infrastructure Ownership and Responsibilities

### WWWUA Responsibilities

In brief, the WWWUA owns and operates all system water utility infrastructure between, and including, the wells and the residence service valves (RSV). WWWUA-owned and operated infrastructure includes, but is not limited to, the pumps, treatment facilities, storage tanks and main distribution lines. The Association also owns the water meters installed in/on each home.

The RSV – aka, the corporation valve or curb stop – controls the flow of water between the system’s main lines and the residence. For most Lots, the RSV is located within a few feet of the property line adjacent to the nearest county road. The location of each RSV is marked with a durable steel post painted blue at the top. The steel posts marking the RSV are the property of the Association. Posts must not be removed or concealed by landscaping.

### Property Owner Responsibilities

The property owner's responsibility begins at the RSV. The distribution pipe that transports water from the RSV to the house is called the service line – aka, the yard line. The service line is owned by, and is the responsibility of, the property owner. The cost of repair or replacement of the service line, whether scheduled or due to a discovered leak, is the property owner’s responsibility.

Property owners are required to comply with all WWWUA Policies as described in the *WWWUA Policy and Standards* documents. WWWUA Policy documentation is available at [woodlandwestwater.com/documents](https://woodlandwestwater.com/documents).

#### Any damage to WWWUA-owned infrastructure, and any costs associated with interruption of service to customers or costs incurred to provide water to customers due to the negligence or oversight of the property owner and/or contractor employed by a property owner, whether accidental or intended, will be the responsibility of the property owner or contractor.

#### Property Owner Responsibilities Related to Emergency Situations (i.e., leaks)

Leaks found anywhere in the water system infrastructure, whether WWWUA-owned or property-owner owned, may be deemed by WWWUA as an emergency. If the Association discovers an emergency exists on property-owner owned infrastructure, WWWUA will attempt to contact the owner by one or more of the following methods: in person, telephone, email or USPS first class mail.

When a potential leak is detected by a property owner, the property owner should contact the Association immediately. This will allow the Board to work with the property owner regarding possible means of correcting the problem and assist in finding someone to do the excavation work.

When a leak is discovered in the service line, the owner is responsible for all costs of exposing the RSV and installation of the replacement service line. The materials and work related to the replacement service line must comply with WWWUA Policy governing materials, depths, pressure testing, etc. **The property owner must provide a copy of the WWWUA *Policy and Standards* to any contractor engaged in work on the replacement service line.**

#### Property Owner Responsibilities Related to Water Meters

Though the water meters are physically located in/on residences, they are installed, owned and operated by the WWWUA. The Association has the right, at reasonable hours and with appropriate advance notification, to have access to the meter to confirm its proper operation (to include the integrity of the wiring from the meter to the remote reader).

At the time of the monthly billing (or during random checks) should it appear there is a problem with the metering equipment/operation, the Association will attempt to contact the property owner to determine if there are other factors that might have influenced the reading (such as an extended absence or remodel work being done to the residence).

WWWUA is upgrading to meters that are read remotely, via cellular network (i.e., no one physically comes by the house to read the meter). Meters that have not yet been upgraded are connected by wire to a meter reading device installed on the outside of the house. The wire is the responsibility of the property owner. Should the wire fail to carry electrical pulses to the meter reading device, the property owner is responsible for repair or replacement.

Homeowners with cellular network meters have the ability to track and monitor their water usage online by registering an account at https://woowco.aquahawk.us/login.

# Billing

WWWUA uses a tiered rate structure to encourage conservation. The cost per unit and the point at which tiers apply are determined by the Board of Directors and are subject to change. The current rate structure is available at [woodlandwestwater.com/documents](https://woodlandwestwater.com/documents).

The Board of Directors, as required by the Association Bylaws, establishes other fees and charges related to the operation of the water system. These fees and charges are included in the monthly billing.

The property owner is responsible for all current and past charges that apply to the property. Should a property be rented the owner is billed directly. Every owner of property serviced by the Association will be billed monthly for water delivered and/or fees related to system operation. Bills are normally delivered by the 5th day of each month for the prior month’s charges. As with any charge account, the customer is responsible for payment by the due date even should a bill be “lost” in transit or “not received”. Full payment must be received no later than the 25th day of the month. Payments received after the 25th will be assessed a late fee as a past due account. Property owners who fail to pay all assessments, charges, fees, and rates are subject to having water delivery suspended. Upon full payment and resumption of service, WWWUA will charge a service restoration fee. The Association has the discretion to allow payment plans to resolve delinquent accounts.

Should a property be sold the buyer is liable for any outstanding charges as of the date of settlement. Those selling a home should contact the Association to ensure an out-of-cycle billing is provided for closing. When such a reading is needed contact the WWWUA Billing Manager at least ten (10) days prior to the date that such a reading is requested. A fee may be charged for an out-of-cycle billing.

No receipts for payment will be provided except for out-of-cycle (i.e., final) billings and then only when specifically requested beforehand.