



indian hills water district

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INDIAN HILLS, COLORADO 80454
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What is the Indian Hills Water District?

The Indian Hills Water District (IHWD) is a Special District, or a special governmental entity of the State of Colorado that was established in 1952 for the purpose of supplying water to the residents of Indian Hills for domestic, commercial, and fire-protection uses. Its powers and authority are governed by a five member Board of Directors which are elected to staggered 4 year terms at regular elections held in May of even numbered years. The District gains its revenue from its taxing authority, as well as from its charges for water service. The District's water is obtained from wells located throughout Indian Hills and Turkey Creek.

Who is a Customer of IHWD?

A Customer is an owner or renter of property in the District who has received a water tap into the system. A customer regularly receives water, either year round or only during the summer season for a few. A property owner in the district is always a taxpayer, but not all taxpayers are customers. Many taxpayers/residents obtain all water for their use from private wells. Some customers have both a well and a water tap.

How Do You Become a Customer of IHWD?

If your home is not presently connected to the District system, and you want to acquire a water tap, an application for a tap needs to be submitted and reviewed by the IHWD Board of Directors. Applications are accepted the first business day of January each year. Please contact the office for more details. Taps are connected to a property address and cannot be transferred.

How to Become a Taxpayer in the IHWD?

District policy dictates that only in-district property owners may apply for and connect taps to the water system. If the property is not currently in the district, and the owner would like to become part of the District, a petition for inclusion may be made to the Board of Directors. Check individual property tax records or the Jefferson County Assessor can assist in determining if a property is or is not in the District.

Is the Water Metered?

Yes, water is metered. Each premises served has been provided with a meter that was purchased at the time of connection to the system. The meter is the property of the customer. Meters are commonly located in a utility room, crawl space, or in a few cases, a meter pit. The remote meter is located on the outside of a house for easy customer and district employee access. Meter readings are due each month by the 25th. The District is currently upgrading the meter system to a Beacon system starting with older meters.

What about Conservation?

The District encourages the conservation of water by its customers. Online information indicates that average water use by IHWD customers is less than the Denver metro average. Water shortages are always a possibility. Outside irrigation of lawns and gardens is discouraged during normal years and prohibited during periods of water restrictions. The District relies on the cooperation and consideration of all its customers to maintain a sufficient water supply for the basic needs of its customers.

Source Water Protection Plan

With the help of Colorado Rural Water Association, Board Members, employees, and community members have written a water protection plan for the Indian Hills drainage basin. Sources of contamination were identified as were preventative measures. The plan is available on our website.

How Much Does Water Service Cost?

The District has a tiered rate structure with a base charge of \$36 for up to 3000 gallons of use with rates increasing as water usage increases. Please see the current rate sheet for the tiered rates and other fees for services and charges.

Current water tap connection fees:
\$18,000 for an existing structure
\$25,000 for unimproved premises

What Are Your Responsibilities As A Customer of IHWD?

Customer responsibilities are detailed in the District Rules and Regulations. To summarize, in addition to paying the bill and turning in the meter in a timely manner, customers need to maintain and safeguard the water-service line from the curb box to the premises and the meter. Failure to comply may result in the suspension of water service and/or the forfeiture of the water tap to the property. The District may also place a lien against the property for any unpaid charges.

Who to Contact In a Water Emergency?

What About Repairs?

Please report leaks in the service line outside and inside up to the meter as soon as possible. The District can turn off the water at the curb box so that repairs can be made. Please check your water usage every month for anything excessively high which can indicate a leak. If the District performs any repair work on the service line or the meter, charges for that work will be added to your bill. You may also hire a plumbing contractor and all work must be done in accordance with District specifications and is subject to inspection for compliance.

Where are the District Offices?

The Office and Workshop are located at 4491 Parmalee Gulch Road. Regular office hours are 9 am – 12 pm Monday through Friday. Operations can be reached at the numbers below. Please come visit us at the office if you have a chance.

Where to Send Payments/Meter Readings?

Payments can be mailed to P.O. Box 710, Indian Hills, CO 80454 or dropped off at the district office in the door slot. Meter readings can be submitted with the payment coupon, a call to the office, emailed, texted to 303-941-7780, entered on bank bill pay in the memo section, or the message option in the Customer Portal.

When are District Board Meetings?

The Board meets on the 3rd Thursday of each month at the Indian Hills Fire House 7:00 pm. The meeting schedule is posted at the Workshop, the Post Office and the Fire House. The November meeting is a special Public Hearing and meeting to discuss the budget. The public is welcome and encouraged to attend as matters of public concern are regularly discussed.

Need Further Information?

Website www.indianhillswater.com
Rules and Regulations
Schedule of Fees and Charges
Customer Portal
Budget information
Consumer Confidence Reports
Notices, etc...

Office: Kristin Waters 303-697-8810
 office@indianhillswater.com

Operations: Randy Evans 720-530-9385
 operations1@indianhillswater.com
 Steven Eis 303-941-8691
 operations3@indianhillswater.com

Please contact the office with any questions or for help with a problem and we will refer you to the director or employee who is most able to assist you.