

indian hills water district

Frequently Asked Questions List

FAQ's Answers on Website or available by request

2021 Rate Increase

- Why are water rates increasing?
- What happens if we do not raise rates?
 - IHWD 2013 – 2019 Revenue & Expenses Chart included
- Why do some other nearby districts have much lower rates?
- Evergreen Metro District offers rebates for water saving toilets. Will IHWD consider similar programs to help their customers with conservation efforts?
- How much is my water bill going up?
- Why is the 'threshold' changing to 2000 gallons per month?
 - IHWD 2021 Regular Water Rates/Cost Usage Chart included
- This increase will be a hardship. Where can I go for assistance?
- Water bill assistance organizations

Water System and Costs

- What is the Master Plan, and what are the major issues it is addressing?
- Where can I find the Master Plan?
- Why did we need to truck water in this summer? Should I start to truck in my own water too?
- Why are there so many outages recently?
- Why are so many infrastructure improvements needed?
- Does the current Nitrate Reduction system function?
- Why are we 'blending' our water sources?
- What is the main source of nitrates found in our water? Is there anything I can do as a homeowner to reduce the level of nitrates in our water? Or, to prevent contamination?

- Are there grants or bonds we can use to address our major issues?
- How are property tax funds and monthly bills funds used?
 - Chart showing expense details included
- Why are we contracting out for staffing?
- Is it more economically feasible to hook into Denver (or another district's) water instead of managing our own supply?
- Why does the District issue new taps?
 - Includes chart of expenses covered by Water Fees and Property Taxes

Board of Directors & General

- How do I find out about Water Board meetings?
- What can I do to get involved? (attend meetings, volunteer, etc.)
- Do our Board members get a salary?
- Where do I get answers to my questions?
- Besides attending meetings, how else can I get involved?

Water Quality, Issues & Conservation

- Can you provide us with tips on how to conserve water?
- What is a water issue vs. a water emergency?
- I think I may have a slow leak, do you have tips for confirming this? Are there tricks for identifying the location of a slow leak?
- My water has a stronger than normal chlorine smell, or is discolored - what should I do?
- Monitoring Schedule, Consumer Confidence Report, & Sanitary Survey
- Safe Drinking Water Act link
- Environmental Protection Agency link

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