

indian hills water district

Frequently Asked Questions Water Quality, Issues, and Conservation

My water has a stronger than normal chlorine smell, or is discolored, what should I do? If you experience any of these issues, please contact our office immediately at 303-697-8810. For operations issues during business hours, or water emergencies outside of business hours, customers can call: (303)941-8691 or (303)941-7780. While we continuously monitor our water quality, we also rely on our community to let us know when there is an issue, and appreciate your assistance.

Can you provide us with tips on how to conserve water? We have posted links to a couple of sites that have great suggestions. Additionally, an internet search will give you more information than you could ever read through. Planting drought tolerant, native grass, trees, and flowers, is another way to reduce water use. Conserving is great because it helps keep our costs down, keeps your costs down, and is better for your septic system.

Water Issue vs. Water Emergency -

Water Issue: If your toilet or faucet is leaking, please shut off the water at your meter and make the necessary repairs. There is a shut off valve on each side of the meter. Use a pipe wrench to turn the valves 90 degrees. Once the repair is made, turn the valves back on which will turn the water back on.

Water Emergency – If you suspect a leaking main water line or customer service line and you are seeing surface water, this is a water emergency. Please call the District immediately.

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? IHWD

has installed new customer meters that identify 24 hours of continuous water usage, and there is accompanying software that will send you alerts. Other options include using your meter to check usage when water is off and toilet leak dye kits that IHWD will supply upon request. Service line leaks will not be caught by the meter, customer need to watch for signs of water on property.

Colorado Department of Public Health and Environment (CDPHE) Drinking Water Consumer Information and Data:

Consumer Confidence Report (CCR) – IHWD annual report that summarizes water testing, any violations, and the steps taken to resolve the violations.

Sanitary Survey – Inspection performed by CDPHE every 3 years. The District's operating systems, our records, and new regulations are reviewed.

Monitoring Schedule – Daily, monthly, quarterly, and annual water testing requirements are listed.

CDPHE link to drinking water information:
<https://cdphe.colorado.gov/dwinfo>

Safe Drinking Water Act link:
<https://www.epa.gov/sdwa>

EPA link - <https://www.epa.gov/environmental-topics/water-topics>