

indian hills water district

To Our New Customer:

Welcome to Indian Hills Water District.

This letter includes information about the Water District and your water account including our Schedule of Water Rates and the District's Rules and Regulations which are attached to the email. Please read through all documents thoroughly.

General Account Information:

- The billing cycle is monthly and is completed the first week of each month for the previous month's usage, with payments due on the 23rd.
- Statement options include email or paper mailed. Mail will be the default unless a paperless statement is requested through the online payment portal.
- Payments can be mailed, paid by phone, paid through your bank's bill pay service, or paid online through the customer portal. An automatic payment option is also available on the portal which can be found on the home and customer pages of our website: www.indianhillswater.com
- Billing department: 303-987-0835
- Pay by phone: 800-720-6847
- Pay online: www.xpressbillpay.com
- Pay by mail: PO Box 406
Pleasant Grove, UT 84062

Your water usage data is recorded by a Beacon meter. We collect readings on the last day of each month, so your billing reflects a calendar month's usage. You can check your water usage on the Beacon EyeOnWater portal. EOW account set-up instructions are attached.

Most of our communication is sent by email. We also have a Water Operations Blog on our website: <https://indianhillswater.com/operations?blog=y>

Working in partnership with Indian Hills Fire Protection District, we encourage you to sign up for Lookout Alert emergency notifications available through Jefferson County's webpage: <https://www.jeffco.us/473/Emergency-Notifications>

To promote public safety and the protection of underground infrastructure, Colorado law requires that utility locates are requested before starting any project that involves digging. Go to <https://www.colorado811.org>. Utility companies, including IHWD, will mark buried utility lines within a couple of days.

Please do not hesitate to contact us at 303-987-0835 with any questions you may have. Our regular office hours are Monday - Friday 8:00 am – 5:00 pm.

Thank You,
Billing Department