

DONALA

Water & Sanitation District

15850 Holbein Dr
Colorado Springs, CO 80921

719-488-3603

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donalawater.org

The Donala Water and Sanitation District would like to welcome you to the subdivision. Our District was formed solely to provide water and wastewater service to the area. We have fifteen water wells, two water treatment plants, and a wastewater treatment plant which are closely monitored by the Colorado Department of Health and Environmental Protection Agency. The District is a non-profit organization and governed by a Board of Directors elected by the residents of the District. As with all areas of Colorado, our water rates are relatively higher than parts of the country where water is plentiful; but we keep them as low as possible. Remember, you control the amount of water you use and therefore, the size of the water bill. Large bluegrass lawns can mean large water bills in the summer. We have established a conservation plan that encourages xeriscaping and regulates irrigation. Please visit our website for further information regarding irrigation standards and other valuable information. www.donalawater.org.

Residential Water and Sewer Service Fees:

A. Water: Monthly water service minimum is \$26 single family homes; \$26 multi-family homes. Three dollars of the monthly fee goes towards long-range water development.

1 – 10,000 gallons = \$6.94 per thousand	30,001 – 40,000 gallons = \$23.15 per thousand
10,001 – 20,000 gallons = \$11.55 per thousand	40,001 – 50,000 gallons = \$30.88 per thousand
20,001 – 30,000 gallons = \$15.43 per thousand	50,001 – above gallons = \$38.59 per thousand

Multifamily and multifamily irrigation – see 2018 Rate Resolution at www.donalawater.org.

B. Sewer: \$35.00 per month, billed in conjunction with water. Two dollars of the monthly charge goes towards long-range plant expansion.

C. Billing will be on a monthly basis to include minimums and water usage. Water meters are usually read the last working day of each month and you should receive a bill the first week of each month. If you don't, please call our office. **Full payment is due on the 20th of each month.** Check out Donala's website (www.donalawater.org) for further explanation of rules and regulations.

D. Due to Colorado Statute 24-72-204 personal financial information of customers can only be provided to a "person of interest". Water and sewer bill information is classified as personal financial information. Therefore, when you signed up for service you were asked who would be authorized to receive such information as a "person of interest". Lacking specific contact we use the name passed to us by the closing company or builder. Should any addition or deletion of "persons of interest" be requested, both parties will need to contact the District. Tenants should be aware that owners of the property and property managers are authorized persons of interest at all times.

E. We invite you to take advantage of our automatic payment withdrawal program. Simply fill out the enclosed application to **include a voided check** and mail it in or place in one of our drop boxes. This should eliminate late payments or disconnect notices. You will continue to receive a statement with monthly charges. Also enclosed is a letter about e-mail billing.

F. Payments may be mailed to the District at the above address, paid at our office or placed in our postage free drop boxes. We have 2 drop boxes for your convenience; they are white metal boxes with a slot and marked with our name. One is located at the entrance to the parking lot of our Holbein office and the second is located outside of King Soopers on Baptist Road near the U.S. mail box.

G. Each home in the District is required to have an operating water meter. The District replaces meters on a 10 year cycle at no charge to the customer. We must have access to the property to perform the work. We read meters from a truck-mounted interrogator. New houses built after January 1994 should also have a backflow prevention device installed in the form of a dual check valve (several manufacturers). Those of you taking ownership of an older home may want to have a backflow device installed in your plumbing as well. It prevents backflow from a non-potable source in case there is a break in a line and sudden loss of pressure. If you are interested, call the District. We do not install the devices, but we can suggest types/makes.

H. In case a water meter malfunctions or fails to register, the customer will be charged the average consumption during the **two** preceding periods. The District will repair or replace the defective meters free of charge (unless still under warranty with builder/contractor or if there is obvious tampering).

I. If you experience water pressure problems, the culprit is most likely the pressure regulator valve (PRV) in your house. It is a conical shaped device and hopefully it is near and upstream of the inside meter. If not, and you experience a leak at the meter, it's usually because the meter is not built to withstand the high pressure delivered to the house. The pressure regulator "comes off the shelf" designed to regulate at about 55 pounds per square inch (PSI). This is usually adequate for most homes, and much more than that could lead to problems in your hot water heater and dishwasher. Many homeowners have two regulators installed and we highly recommend it. The first regulator should be upstream (before) the meter and serves to protect the meter should there be any sudden fluctuations in the system pressure. If you have two regulators, the second one is probably downstream of the off-shoot to your irrigation system. This allows you to turn up the pressure a little to your irrigation system (first regulator) and still have the 55 PSI protection (from the second regulator) to your internal plumbing. That's fine with us, as long as the first regulator is not turned up so high that the meter starts to leak. We recommend no higher than 75 PSI.

J. You should also know where your water valve "box" is, and be sure that it is accessible. This is especially important in a new house. Often the excavator who does the finished grade on the yard covers the "box". This is a 4" diameter pipe with an iron lid on it that provides accessibility to the curb stop valve that controls your water. If there is ever a break or a leak in your lines (usually, at the foundation) this valve is the only way to turn off the water. Usually, if such a leak occurs, it will be during the first winter after the house is build. While water is pouring into your basement with frozen ground is no time to be digging for the valve "box". Please be sure your builder shows you where it is and keep it accessible. Most valve "boxes" are within 10' of the curb in the front yard, and they should be flush with a low-cut lawn (so as not to interfere with your lawnmower). We have a diagram of most service line locations on each lot. If you need help in locating the "box", please call us.

K. Our water is relatively hard, which means it has calcium. Extreme heat will bring calcium out of solution, and you may find deposits on your faucets. This build up could actually cause a perceived drop in pressure as the water is restricted. We normally see this in homes with hot tubs or newer "super-hot" water heaters. If you can, turn the temperature down. If you like it real hot, you might want to invest in a water softener.

L. If you plan on renting the property, we encourage you to keep a large enough deposit to pay a final water/sewer bill. Although we will make every attempt to collect from the tenant, **the ultimate responsibility for the payment lies with the property owner**. If necessary, we will terminate water service before a new tenant moves in, and/or place a lien on the property.

M. Should you have any questions or problems, don't hesitate to call 488-3603; we are here to serve you.

Sincerely,



Kip Petersen, General Manager

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