

The

MAIN LINE



DENVER WATER

Quarterly

January 2011

Rates, SDCs set to increase March 3, 2011

Denver Water owns and maintains more than 3,000 miles of distribution pipe — enough to stretch from Los Angeles to New York — as well as 19 raw water reservoirs, 22 pump stations and four treatment plants.

Denver Water will be increasing water rates and system development charges effective March 3, 2011.

The rate adjustment is needed to provide funding for maintenance, repair and upgrades to existing Denver Water facilities, along with needed new capital projects.

Denver Water is working on a major upgrade project at Williams Fork Reservoir.

Our vast water system is aging and will require increased repair and rehabilitation over the next several years. In addition, many Denver Water facilities were constructed in the population boom that followed World War II. Unfortunately, those assets are reaching the end of their useful service at the same time. We need

to continue to be proactive in our work so we avoid putting reliable water service at risk.

Denver Water also plans to expand its system capacity over the next decade to meet the future needs of its customers. Plans include expanding the utility's recycled water system, enlarging Gross Reservoir by 18,000 acre-feet and developing gravel pits that store water to meet downstream water requirements.

Denver Water is funded through rates, new tap fees and the sale of hydropower. Denver Water does not receive tax dollars.

System development charges (SDCs), or tap fees, are assessed to new connections and existing connections requiring additional capacity. SDCs recover the cost to serve new customer.

The 2011 system development charges are available on our website at www.denverwater.org/BillingRates/RatesCharges/2011Rates/, or call 303-628-6100 for a full quote.

Quick Drip:

Denver Water approval stamps for plan submittal required

Approval stamps are available online and should be included on every page of your drawings before submittal.

www.denverwater.org/DoingBusinesswithUs/PlanReviews/Checklist.

Frozen Ground Deposits now in effect

Recent snowfall and cold temperatures make it impossible to provide soil amendment inspections prior to meter set.

Soil amendment inspections have been suspended as of January 5, 2011, until further notice. Deposits of 25% of SDC are now required for meter set.

Download forms online, save time

Many of our forms involving tap purchases, plan review or hydrant meters can be downloaded from our website and completed ahead of time.

www.denverwater.org/DoingBusinesswithUs/WaterSalesForms.

Water Sales Info

Celebrated Holidays

Denver Water will be closed to observe the following holidays:

Martin Luther King, Jr. Day, Jan. 17

Presidents Day, Feb. 21

Caesar Chavez Day, March 28

Memorial Day, May 30

Independence Day, July 4

Labor Day, Sept. 5

Veterans Day, Nov. 11

Thanksgiving, Nov. 24

Christmas Day, Dec. 26

Water Sales

Hours of Operation:

Monday - Friday

7:30 a.m. - 4 p.m.

Feel free to stop by and speak with an available representative, or call to make an appointment.

303-628-6100

www.denverwater.org

Distributor's Corner

Denver Water to change residential rebate amounts

Beginning March 16, 2011, Denver Water will change its residential rebates for high-efficiency toilets and clothes washers. The utility will reduce the amount offered for toilet and clothes washer rebates by \$50 each. The new rebate amounts will be \$75 for qualifying toilets and \$100 for qualifying clothes washers. www.denverwater.org/Conservation/Rebates/.

Online Resource

Water distributors can find information about rebates, learn new conservation tips, update contact information or order materials for customers at www.denverwater.org/Distributor.

Convert your stub-in to a standard service license now and avoid losing your deposit

In 2009, Denver Water created the stub-in bailout program to give customers, in hard economic times, additional time to convert to a standard service license without losing their deposit. Customers received a temporary stub-in to have their service pipe, tap, property line valve, all fittings and necessary pipe. Customers receive a standard service license once they've paid all system development fees, participation charges and other applicable fees and complete a water supply license, and then the new water meter is set by Denver Water.

If you convert a stub-in to a standard license within two years, you will receive the deposit credit toward your system development charges.

If you bought a stub-in between Jan. 1, 2004 and Dec. 31, 2008, you have until Dec. 31, 2011 to convert to a standard service license without losing your deposit. Please be aware that stub-ins purchased outside the date criteria do not fall into the stub-in bailout. In order to receive your credit, you must convert within the two years allowed in the agreement.

This is the final year of the program. If you do not convert your stub-in to a standard service license by the end of 2011, you will forfeit your deposit.

Please contact Denver Water Sales Administration at 303-628-6100 for more information about stub-ins and standard service licenses.

Don't fall into a winter cold snap unprepared; Avoid frozen pipes

The same natural forces that trigger cold-weather breaks in Denver Water's 3,000 miles of underground mains can cause pipes to burst in your own household or business plumbing.

Before cold weather hits:

Know the location of your water shut-off valve and regularly test it.

In case the worst happens and a pipe breaks, you won't want to wait for someone to arrive at your place to find it for you. In most single-family homes, the shut-off valve is in the basement or crawl space on a wall facing the street.

Turn off outdoor faucets and disconnect hoses.

Make sure the faucet and outside piping is fully drained. A valve inside many houses will shut off the water's flow. Disconnect the hose to ensure freeze-proof faucets will drain.

Winterize unheated or vacant buildings.

Significant property damage and water loss can occur before burst pipes are

discovered. Fire protection systems are most susceptible.

Insulate water pipes that may be vulnerable to the cold or have posed problems before.

Pipes close to exterior walls or in unheated basements can be wrapped with pieces of insulation. Don't overlook pipes near windows, which can quickly freeze. For particularly difficult pipes, consult a professional on how to select and apply heat tape. Improper use can cause fires.

During a deep freeze:

Open cabinet doors leading to exposed pipes so household air can warm them.

The natural flow of warmer air will help combat problems.

Keep attached garage doors shut.

Occasionally, plumbing is routed there, leaving it vulnerable to winter's worst.

Crack a faucet farthest from the place where water enters your home.

A very slow drip will keep water molecules

moving, reducing the chance that pipes will freeze. Don't forget to place a bucket below the faucet to save the water for other household uses.

Keep your thermostat above 65 degrees when leaving your house or business for several days.

This practice is particularly important in houses and businesses prone to pipe freezing.

If you think a pipe has frozen:

Don't wait for nature to take its course; thaw the pipe as soon as possible or call a plumber for help.

If you do it yourself, first shut off the water or test the shut-off valve to make sure it works.

In thawing, slow is best.

A hair dryer trained at the frozen area of the pipe is appropriate; a blow torch is not. Pipes that warm too fast can break anyway.

Get the dirt on Denver Water's soil amendment program

All new tap sales require the property owner to install soil amendment (compost) before a meter can be set. This rule applies to all new residential, commercial, government and industrial properties within Denver Water's service area.

Amending soil with compost retains moisture in the soil, allowing plants to absorb water for longer periods of time. Compost provides small amounts of important plant nutrients, including nitrogen, phosphorus and potassium, which improves root growth. It also opens clay soils for better drainage and closes sandy soils to prevent water from leaching away too quickly.

Program Rules

- Each 1,000 square-foot of soil must be amended with 4 cubic yards of approved compost.
- Compost must be tilled into the soil to a depth of 4 to 6 inches.
- Remove rock and debris larger than 1 inch in diameter to provide a smooth, uniform planting surface.
- All permeable areas of the property, including tree lawns and rights-of-way must be amended with compost.
- Meter inspection requests will not be accepted while the soil amendment inspection is pending.

For more information about Denver Water's soil amendment program, visit: www.denverwater.org/Conservation/SoilAmendmentProgram.

Rates to increase for metered hydrant customers.

The rate for metered hydrant water will increase to \$10.80 per thousand gallons beginning on March 3, 2011.

For active hydrant permits, meter readings must be sent in before the 15th of each month, even if there is no consumption.

Before renewing your permit, test and verify the back flow device or air gap. Drop off the meter at Denver Water's meter shop for calibration. Bring these documents with you to Denver Water's Sales Administration department time of permit renewal.



Unauthorized water use before setting the meter can cost you

Denver Water has several rules regarding landscaping and occupancy for any meter installation under 3-inches in size that must be met before a property can receive water.

Water at a property is allowed for two uses: construction water or metered water. In order to receive construction water, Denver Water must issue the applicant a water supply license and the applicant must pay the system development charges and construction water use fee. If the applicant has the license and has paid the fees, the premise can receive unmetered water service for construction use only during the interval between the tap connection installation and the meter installation.

LANDSCAPE:

- Do not plant landscaping, including trees, sod and bushes, before Denver Water sets the meter.
- Construction water can be used for construction use only, which includes compaction, dust control and cement mixing. Do not irrigate landscape with construction water.
- Do not use water from a water truck, hydrant, neighboring property or any other property that has water service.

OCCUPANCY:

- The property cannot be occupied before the meter has been set.
- Issuance of a certificate of occupancy by the local building department does not waive this requirement.

If the property is landscaped or occupied, Denver Water will assess a violation fee against the premise in addition to a charge for the estimated amount of water used prior to meter set.

SLUG REMOVAL:

- Removing a lock, slug or tampering with the service line will result in a fine. Only a Denver Water technician is allowed to remove the slug or unlock the meter.

Denver Water will set a meter after all fees have been paid, soil inspection completed and the meter and service line have been inspected and approved in accordance with Denver Water's engineering standards.

For more information about Denver Water's operating rules pertaining to water meters, visit: www.denverwater.org/OperatingRules or call 303-628-6100.



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Send us an e-mail and tell us what you want to see in the next issue. *The Main Line* is your resource for doing business with us.