



Winter 2024

# WATER WHYS

## The Latest from ECCV

*Sustaining our community by providing safe, reliable water*

### In This Issue:

- 2024 Rates & Fees
- Infrastructure Investment
- ECCV's Sanitary Sewer System
- Water Saving Deals & Tools



## Water Saving Deals & Tools



Conserving water helps the whole community, and can provide immediate benefit to individual customers. Our Water Efficiency Specialist has worked with hundreds of customers to help them spot leaks, adjust sprinkler systems, and receive rebates for water saving appliances. These fairly simple adjustments can lead to consistent savings on monthly water bills.

ECCV is excited to once again offer several programs this coming spring that focus on outdoor water conservation. Last year, 150 customers purchased and planted discounted Gardens In A Box. These water efficient gardens replaced more than 10,000 square feet of water-needy landscape with beautiful, low-water plantings. Gardens go on sale in March and tend to sell out quickly. Head to [ResourceCentral.org/gardens/shop](https://ResourceCentral.org/gardens/shop) today to sign up for email reminders so you'll be the first to know when gardens are available.

Most ECCV customers can also use the free Eye on Water app to monitor their home water use and even be notified of potential leaks. Dozens of customers have told us how this app helped them catch otherwise costly leaks or water wasting issues in their home systems. Check out the various offers and resources at <https://www.eccv.org/customer-conservation-center> and email [conservation@eccv.org](mailto:conservation@eccv.org) for more information on programs or services that can help you save water.



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## ECCV's Sanitary Sewer System

Water and sanitary sewer services provide on-demand home delivery and removal of water. Need water for hydrating, cooking, cleaning, bathing, and flushing? Open a faucet. Need that used water removed from your home? Open a drain, and ECCV's sanitary sewer system takes it from there.

The District maintains a sanitary sewer system fed by lines from tens-of-thousands of addresses. Those lines feed wastewater into a network of sewer mains that are owned and maintained by ECCV. However, ECCV does not own or operate a wastewater treatment facility. Instead, ECCV's sanitary sewer system connects into Aurora's sewer system. Wastewater from our District is transported through Aurora's system which ties into yet another system, Metro Water Recovery.

Metro Water Recovery operates a large treatment facility north of Denver. This is ultimately where wastewater from ECCV customers' homes is treated, along with wastewater from 2.2 million other people. The Sanitary Sewer Fee paid by ECCV customers supports the maintenance and operation of our lines, use of Aurora's lines, and access to Metro Water Recovery's treatment facility.



*Intake facilities at Metro Water Recovery's treatment plant. The plant provides wastewater treatment for 2.2 million residents, including ECCV customers, in the Denver area.*

If all the pipes (both water and sanitary sewer lines) in the ECCV system were put into a straight line, it would stretch from your neighborhood to Topeka, Kansas. Hundreds of miles of underground pipelines are just part of the system delivering water and sanitary sewer services to our homes.

The ECCV system also includes a reverse osmosis treatment plant providing the highest level of water filtration capabilities. The plant turns water from the South Platte River into safe, high quality drinking water which is then pumped 31 miles, gradually uphill, to our area. The ongoing investment needed to deliver this main water supply is supported by the Sustainable Water Assurance Fee. Additionally, ECCV's water supply is supplemented by water from deep aquifers, extracted at dozens of well sites both in our community and the Highlands Ranch area.

Keeping the entirety of this system running requires continuous investment. Adjusting service rates to reflect current cost realities and identified maintenance, replacement, and improvement projects in the near future, provides the District with the ability to continue to meet customers' water and sanitary sewer service needs.



*A portion of the reverse osmosis filtration system inside the ECCV Northern Water Treatment Plant. The plant converts renewable water from the South Platte River into faucet-ready drinking water for ECCV customers.*

The ECCV Board of Directors sets rates and fees each year to reflect the costs associated with capturing, treating, and delivering high quality water to our customers, as well as removing used water from homes via a sanitary sewer system. Rates and fees are reviewed as part of the District's annual budgeting process which is scrutinized by staff and the Board of Directors over the course of several months. As costs increase over time, the Board of Directors has historically opted to increase fees in small increments to avoid the need for large increases year to year.

Water rates in 2024 will increase by about six percent across the various usage tiers. During months where no outdoor watering is occurring, most customers will see an increase of \$0.75 or less per month in water charges. During months where outdoor watering is necessary, a home using 10,000 gallons of water per month would see an increase of \$3.75 in water fees compared to 2023.

WATER SERVICE RATES		
TIER	MONTHLY USAGE <i>(Gallons)</i>	2024 RATE <i>(per thousand gallons)</i>
1	0—5,000	\$4.75
2	6,000—18,000	\$7.30
3	19,000—28,000	\$10.55
4	29,000+	\$13.85

  

Comparison to 2023	
INDOOR USE MONTH <i>(5,000 gallons used)</i>	OUTDOOR USE MONTH <i>(10,000 gallons used)</i>
+\$0.75	+\$3.25

MONTHLY FLAT FEES		
2023	2024	PURPOSE
\$25.00	\$25.00	<b>Sustainable Water Assurance Fee</b> A fixed fee reflecting costs associated with developing, maintaining, and delivering a renewable water supply for ECCV customers.
\$40.95	\$43.00	<b>Sewer Fee</b> Pays for delivery and treatment of wastewater. Increase determined by costs assessed to ECCV by partners that receive, transport, and treat wastewater from ECCV's system.
\$7.00	\$7.00	<b>Administration Fee</b> Covers the costs of meter maintenance and replacement, printing and mailing of monthly statements.