

PRESIDENT'S MESSAGE

Highland Lakes Water District and the Board of Directors have important information to make you aware of as the fourth quarter of 2025 comes to an end. First and foremost, our current board member, Brian Dillon, has accepted a wonderful new job opportunity and will be moving out of Highland Lakes subdivision in the near future. Brian's last meeting with us will be January 20th. We are truly sorry to see Brian leave us as he has been very instrumental in helping to navigate the financial depths of our recent loan and grant for the GWUDI Treatment Project at the plant. Thank you so much, Brian, for your dedicated service to our community - we are sorry to see you go!! Brian's departure means that we will have an opening on our Board of Directors. If you are interested in applying for appointment to our Board, please give me a call (719-660-5148) or email smorford1453@gmail.com for more information. I would like to have letters of interest given to me by our next meeting on January 20, 2026.

Next, the Board would like to take this opportunity to repeat the following information you should take note of as our temperatures fall to single digits during coming winter weather (and I promise Winter will come!!) The system is currently showing two leaks - one on the distribution side and one on the well side of the system and we are hauling water to compensate for these losses. Be on the lookout as you walk your property or are out in the subdivision for running water in different places that would not necessarily be melting snow or from one of the natural springs in the area and please let us know. This is a reminder we send out to our customers a few times each year because a water break inside (or outside) a home is extremely expensive for the homeowner to repair and the possessions inside the home that often get ruined cannot be replaced. Outside the home, the property shut off valve (PSOV) is property of the Water District and should it get damaged from a snow plow, any vehicle or other object that may hit and/or run over it, the homeowner is solely responsible for the repair and replacement of that PSOV. The MXU (or meter reading unit) on the outside of your home as well as the water meter inside the home are both the property of the Water District, and homeowners are also responsible for the cost of the replacement if damaged. Please be certain you know where your water meter is located and that it is well protected from the cold. If the meter is located in a normally unheated area, or you have water pipes on an outside wall that is not heated (such as inside a garage or crawlspace) make sure the pipes are insulated and that a heat source is located close by. Some residents have used heat tape or a small electric heater in these cases. The property service line which brings your water from the water tap to the meter inside is the property of the homeowner. If your service line is damaged or breaks, the homeowner must have the line repaired. Because of the many customers that may be without water due to this type of leak, your water service will be shut off until the repair or replacement can be made. If you are gone from your home, please leave your heat set no lower than 55 degrees and leave cabinet doors and interior doors open so the heat can flow to the pipes.

In my opinion, there are two best practices you can follow that will alert you to leaks if you are gone away from your home. One is to get to know your neighbors and feel comfortable with having them check around the outside of your home and property for possible leaks. Secondly, you can invest in a home leak detection system which has various sensors you can place inside the home around hot water heaters, dishwashers, washing machines, refrigerators, or under sinks/vanities. These systems have a hub that is connected to the WiFi inside your home and can be easily programmed to send alerts to your phone. The systems are relatively inexpensive and easy to set up. Ours has saved us lots of money and headaches on two different occasions. Also, as a safety precaution, if you are planning to be gone for an extended period of time, make sure the water is turned off inside the home and give our office a call to set up a water turn off at the PSOV before you leave.

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GET DISTRICT ALERTS

We share important updates by email—like outages, repairs, and seasonal reminders. Make sure we have your correct address. Use the new form to:

- ✓ Add yourself to the District email list.

Sign up directly at:
confirmsubscription.com/h/t/CD0FC5424B876593



IMPORTANT PHONE NUMBERS

Board Members

Sue Morford	President
Melinda Moyn	Secretary
Brian Dillon	Treasurer
Ken Morford	Operations Director
Shelly Dolbeer	Public Relations

HLWD District Office

Mary Schnierle	Office Manager	719-687-7937
Neal Yowell	System Operator	

Emergency Number 719-247-1191

PRESIDENT'S MESSAGE (CONT.)

We care about our customers in Highland Lakes and strive to have the best customer relationship possible. Do not hesitate to give our office a call (719-687-7937) with any questions or concerns. In closing, we would like to wish you a safe and healthy 2026.

Sue Morford, President
Highland Lakes Water District Board of Directors

TRANSPARENCY NOTICE

Transparency and open communication are important to Highland Lakes Water District. Each year, we are required by Colorado law to provide a Transparency Notice to keep residents informed about district operations, leadership, and finances.

This notice includes key information such as:

- Where and when Board meetings are held
- District contact and office information
- Current mill levy and reported tax revenue
- Board member names, roles, and election status
- Procedures for open records requests
- Upcoming election dates and voter information

The Transparency Notice is updated annually and must be made available to all eligible electors no later than **January 15** each year.

Providing this information helps ensure accountability, keeps residents informed, and supports public trust in district operations. Some details may change after posting, but the notice reflects the most current information available at the time it is published.

The complete Transparency Notice is available on our website and through the Special District Association of Colorado.

VIEW THE FULL NOTICE

Scan the QR code
or visit us online at: joyqr.com/I/NXQkA
For questions, contact Mary Schnierle at 719-687-7937.



QUICK WINTER HOME PREP

Avoid frozen pipes and costly damage by:

- ✓ Keeping indoor temps 55°F+
- ✓ Opening sink cabinets for airflow
- ✓ Draining/shutting off outdoor spigots
- ✓ Knowing your inside shut-off valve

Learn more in our full winterizing guide at: joyqr.com/I/Newz4



KNOW YOUR EMERGENCY SHUT-OFF

Quick action matters during a leak or burst pipe. Make sure you and your family know where the inside shut-off valve is located. Common locations include:

- ✓ Along the foundation wall where the water line enters the house
- ✓ Inside mechanical rooms, basements, or access panels

Label the valve clearly and make sure everyone in your household knows how to turn it off.

HLWD PUBLIC NOTICE

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Highland Lakes Water District

Failed to Provide Adequate Treatment

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Our water system recently violated a drinking water requirement. As our customers you have a right to know what happened, what you should do, and what we are doing to correct this situation.

The state drinking water program required us to filter the water in addition to disinfecting no later than February of 2024. We are required to install this filtration because our source water contains surface water (lake or stream). Alternatively, we can choose to use another water source that does not contain surface water. We have not yet met this requirement.

We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply. Filtration with disinfection is the best method for removing these organisms.

What does this mean? What should I do?

- **You do not need to boil your water or take other actions. However, if you have specific health concerns, consult your doctor.** A home filter will not necessarily solve the problem, because not all home filters protect against parasites. Call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters.
- Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not only caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to consult your doctor.
- If you have an infant, severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your doctor about drinking this water. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What is being done?

- This situation is not an emergency. If it had been, you would have been notified immediately.
- Failed to Provide Adequate Treatment of GWUDI. We received the enforcement order on March 21 2024. The certificate of substantial completion has been submitted. The GWUDI Treatment System was finished and operational by October 20, 2025 when CDPHE conducted a walk-through of the facility. I was told to distribute this last public notice as the process was not operational for the full fourth quarter of 2025.

This problem has been resolved and water is being treated according to requirements. For more information, please contact Sue Morford at smorford1453@gmail.com or 719-660-5148, or 3136 Blue Mesa Drive, Divide, CO 80814.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by: Highland Lakes Water District (CO0160200) Date distributed: December 30, 2025

5 WINTER WATER TIPS TO PROTECT YOUR HOME

Cold weather can cause costly damage—preparation helps prevent it.

1. **Keep your heat on** - Maintain indoor temperatures at 55°F or higher, even if you're away.
2. **Let warm air reach pipes** - Open cabinet doors under sinks to help prevent freezing.
3. **Shut off outdoor water** - Drain and turn off exterior spigots and disconnect hoses.
4. **Know your shut-off valve** - Locate your inside water shut-off valve before an emergency.
5. **Ask for help if you're away** - Have a neighbor check your property or consider a simple leak-detection device.

UPCOMING DATES TO REMEMBER

- **Monthly Board Meetings** - Third Tuesday of each month, 6:00 PM, Community Building

QUOTE OF THE QUARTER

"The best time to protect your home is before the cold arrives."

- Anonymous



WATER CURRENTS NEWSLETTER

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STAY IN THE KNOW WITH HLWD!

Scan the QR code to quickly access
alerts, updates, and essential information on our website.

highlandlakeswaterdistrict.colorado.gov



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Newsletter Editor

Shelly Dolbeer, Divide, CO 80814

E-Mail: shellyhlwd@gmail.com

Meetings

The HLWD Board of Directors meets at 6:00 p.m. on the third Tuesday of every month in the HLPOA Community Building. Highland Lakes owners and residents are welcome.