

Welcome to the Highland Lakes Water District!

Living in Highland Lakes as part of the Highland Lakes Water District (HLWD) is an exceptional experience, but it is also very different from what you may be used to. This letter is to familiarize you with some of the major points that are covered in the Rules and Regulations (R&R) and Schedule of Fees and Charges (Schedule). (This letter does not relieve you of the responsibility of reading the R&R and Fee Schedule and knowing what they entail.)

First, HLWD water is for IN-HOUSE use only. Washing cars, filling hot tubs, watering landscaping (including lawns) and watering animals needs to be done with water purchased from a local supplier, trucked in and placed in a cistern. In August of 2016, it became legal in Colorado to capture run off from roofs in rain barrels – each homeowner is allowed to collect and hold for personal use only 110 gallons - or two 55-gallon drums. We always encourage you to do all you can to conserve our water-water is a very precious commodity in Colorado!

All customers are now on a radio read system with an MXU on the outside of the home connected to the meter inside the home. Meter readings are taken by the District on the 15th of each month. The inside meter registers water as it is going through the meter. Customers should be aware of the location of their inside meter and where the water shut off valve is located, in case of an emergency. “Turn-ons” & “turn-offs” of water service through the PSOV (Property Shut Off Valve) on a service line can only be done by District personnel.

Your billing for water used is sent on or about the first of each month; if you have not received yours by the 5th, please call Mary Schnierle at 719-687-7937 (also the number to call for any problems with your water service). Payment is due on the 15th of each month. If a payment is not received by the last day of each month, interest charges and fees will be assessed (see the R&R and Schedule). These fees and penalties increase over time. If there is still no payment by the 15th of the following month, the water will be shut off and further penalties will be added to the account. There is a minimum charge of \$35 per month; this does not cover any water and is charged whether the water is turned on or off. Should you decide to rent out your home, the district will continue to bill you, as the owner of the home.

For your convenience, the Highland Lakes Water District offers the following automatic monthly bill payment option- Automatic bank withdrawal, from your checking or savings account. To start your automatic monthly payments, please fill out, sign and return the Authorization for Automatic Bank Debit Charge application.

If there is a problem with your water service, call our business office at 719-687-7937. If no one is available to answer your call, please leave a message and your call will be returned. If it is an emergency, follow the emergency instructions in the outgoing message. The emergency telephone number is 719-247-1191 and is for water emergencies only outside of regular business hours.

Customers are responsible for the entire water service line, beginning at the water main. However, only District personnel may access the property shut-off valve (PSOV) as the PSOV and the water meter are property of the district. You may install a pressure reducing valve in the service line to protect your home’s plumbing from any water pressure fluctuations.

Homeowners are encouraged to test their Individual Septic Disposal System effluent on an annual basis. Several businesses in Teller County can facilitate this for you. HLWD's water is from shallow water wells and if your septic is not operating correctly, it can affect your water and your neighbors'.

If there is a PLANNED water service interruption, you will be notified via email. So, if you have not done so, please send your email address to: highlandwater@msn.com. Notices will also be posted at each of the three bulletin boards near the mailbox pods (the intersection of County Road 512 and Blue Mesa, the east end of Elk Lake, and near the entrance at county Road 512 and Twin Lakes). Additionally, there will be a recording on the HLWD business office phone number. You will also be notified of UNPLANNED outages, leaks or other important information in the same manner as above.

Finally, the Highland Lakes Water District Board of Directors meets monthly on the third Tuesday of each month at 6pm. Occasionally, that day changes, but notices are posted prior to the meetings in the same places as the notices of water service interruption. The public is always welcome to attend.

Again, welcome.

Highland Lakes Water District
Board of Directors

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