



May

Newsletter

2021

WATER CONSERVATION:

Spring has arrived and soon the 2021 summer irrigation season will be upon us. The irrigation season means increased daily water production for the District, sometimes as much as four times that amount produced during a typical winter day.

Customers can expect higher monthly water bills as a result of increased outdoor water use. As temperatures continue to get warmer, we would like to remind our customers that “over watering” of lawns and other landscaping can result in an unnecessary increase in your water bill. Please visit our website for a complete publication of 2021 water user rates to better understand how practicing water wise conservation measures can help keep those costs manageable.

We believe our conservation program is well balanced and is comprised of 3 primary areas:

Education: The District believes that well-informed consumers are more likely to participate in conservation practices. In order to assist our customers, we occasionally provide information with the monthly bills. Our website contains news and educational materials.

Rebate Incentives: The District will continue to offer rebates to support District residents in their efforts to conserve water. The rebate program has provided approximately \$10,000 in reimbursements per year, for the past several years to retrofit high consumption appliances and fixtures, with lower water consuming devices such as low water usage toilets, high efficiency clothes washers, high efficiency dishwashers and low flow showerheads.

Watering Restrictions: June 1 through September 30 – Water conservation is now a way of life in the arid west and the Districts Mandatory Water Use Program has established an odd-even irrigation program with off-peak watering times (i.e. no watering between 10:00 a.m. to 6:00 p.m.) that limits outdoor irrigation to three days a week per customer. You should have received a pamphlet in your most recent water bill that summarizes the Mandatory Water Use Program. Information regarding the water use program is also available on our website www.woodmoorwater.com.

CRITICAL CONSTRUCTION PROJECTS & LAKE WOODMOOR

Central Water Treatment Plant:

The District is currently under construction to retrofit our existing Central Water Treatment Facility (CWTP) with capabilities to treat surface water from Lake Woodmoor. This project enables the District to increase its peak day treatment capacity and reduce/prolong the need to drill additional wells to meet peaking requirements. The project is scheduled to be complete and operational by August 1st in anticipation for the start of the Lake Pump Station expansion project.

Lake Pump Station Expansion Project:

We would like to inform our customers of a critical project that we have begun. The District is constructing an expansion of our Lake Pump Station (LPS). This project will allow increased water deliveries to our existing South Water Treatment Facility as well as new surface water deliveries to our Central Water Treatment facility that is currently being retrofitted to treat surface water. As a result of the LPS expansion project, District customers can expect lower water surface levels at the beginning of the summer within Lake Woodmoor with water levels declining significantly from June through mid-August. Although planned construction does not

require a complete draining of the Lake, we want to alert our customers to the fact that the Lake will visually appear to be at a near empty state for the duration of construction of the LPS expansion project. Construction is scheduled to begin August 15th and continue through November 15th of this year, afterwards, the District will resume the refilling cycle for Lake Woodmoor.

Please note that at this time, the District does not anticipate any increased watering restriction over and above our standard annual watering restrictions program, however, if circumstances beyond our control materialize during the construction window (i.e. multiple well pump failures, extended power outage, treatment plant failure, etc.) the District may need to ask customers to implement more stringent water use restrictions from August through the end of the irrigation season (typically around October 15th). We continue to work on these alternate restrictions programs and will have additional details and information to share with you over the next few months.

North Tank Painting:

As a part of our general equipment and facilities maintenance program, the District will be sandblasting and recoating the North Water Storage Tanks located near the intersection of Indian Summer Drive and Top 'O the Moor East. The project is sequenced such that no disruption in water service will occur. The project is slated to begin this summer.

2021 SURFACE WATER OPERATIONS

The District is scheduled to begin treating surface water from Lake Woodmoor on May 24th. Customers may experience changes in the aesthetic quality of their water (i.e. taste, smell, etc.) due to the change in source water. For those of you who have signed up for our blast e-mail service, a notification will be sent out via e-mail informing customers of the timeframe that treatment of surface water will begin. For those of you who aren't signed up for our blast e-mail notification service but would like to receive e-mail notifications from the District, please visit our website at www.woodmoorwater.com and click on "get e-mail updates" at the bottom of the main page to sign up for free.

COVID-19

Since the pandemic began, the District offices have been closed to the general public with the exception of necessary and scheduled appointments. Unfortunately, this continues to remain the status quo for now. However, with the roll out and success of vaccination efforts and case counts declining significantly, the District hopes to be able to resume more normal operations in the coming months. Like many of you, the District is excited and hopeful for a return to normalcy and will keep customers apprised of any change in operations as a result of Covid restrictions lifting (or tightening) in the future. It has been our pleasure to provide uninterrupted services to our community during this time and we are proud to report that our workers and staff remain healthy and eager to continue our services to our customers.

Please visit our website (www.woodmoorwater.com) for more information regarding the compressed schedule pilot project.

WE WANT YOUR FEEDBACK

In order to provide information that is beneficial and useful, we would like to hear back from you. Your feedback is important and customer feedback provides the District with useful information needed in order to improve our services. We continue to appreciate your ideas and suggestions that help us to better communicate with our customers and to keep our customers connected with District business. Please submit your feedback to Jessies@woodmoorwater.com or Contact Us at our website www.woodmoorwater.com.