



ALERT!! - Woodmoor Water Employee Impersonators:

We've been receiving customer phone calls regarding suspicious people that have represented themselves as employees of Woodmoor Water and Sanitation District. These occurrences have been reported to Woodmoor Public Safety, however, **we would like everyone to know that our field personnel are identified with uniforms bearing the employees name and the Woodmoor Water logo, our employees do not drive personal vehicles and will be driving marked District vehicles. In addition, each District employee is issued a District Employee identification card.** Please don't hesitate to ask our staff to present their District issued identification card to you. If you have any suspicion that someone may not be a District employee, please call our office for verification before allowing them any access into your home or your property.

HIGHLIGHTS OF 2022

There were many noteworthy accomplishments in 2022 that we would like to share with you, our valued customers:

- The total water treated and delivered to our customers – 323,318,195 gallons which equates to 992 acre-feet.
- Unaccounted for water (i.e. water produced and delivered into the system less water billed) was at 4% for the year. Unaccounted for water under 10% is considered excellent.
- The highest water production month was in June with 44,494,300 gallons consumed by customers and the lowest production month was February with 15,993,200 gallons consumed. Customer usage, on average, was 2.8 times higher in June than in February of 2023. For comparison, in 2022 customers used 3.5 times the amount of water from the lowest month of usage to the highest.
- The District completed construction on upgrades to the Central Water Treatment Facility that it enables it to treat water from Lake Woodmoor and we also finished construction of a new Lake Pump Station that delivers water from Lake Woodmoor to both our South and Central Water Treatment Facilities.
- The District began its meter replacement program and after a slow start, has replaced 450 meters or approximately 11% of the total meters system wide. The program is still on track to wrap up toward the end of the year 2026. When you receive notice that your area is scheduled for meter replacement, please don't hesitate to call and schedule your replacement appointment. Customers should be aware that the new metering system and AquaHawk customer portal provides significantly more tools for customers to use such as:
 - Setting up personalized notifications such as leak alerts
 - Viewing your water usage data in real time (data updated every 4 hours)
 - When your bill is ready, viewing and paying your bill
 - Many other useful tools
 - Please visit <https://www.utilityhawk.com/solution/water-utilities> for more information on the features of the new metering system
- The District completed the update to its Long Range Planning Guide (LRP) yielding refreshed projections on growth, capital planning, Renewal and Replacement planning and Operations Planning moving into the future.

LOOKING FORWARD INTO THE NEW YEAR

The New Year is here and with it a new budget. We want to keep our customers informed and up to date on the various changes being made at the District and some highlights of what to expect for this new year.

As part of our annual financial planning, District staff along with our Rates Consultants perform a rate analysis and an update to the “cost of service” rates model. The results of the analysis and guidance from the Districts Board of Directors yielded moderate rate increases for 2023. Of course, inflation has been a challenging obstacle with regard to rate setting. The following are highlights of the Board adopted rates for 2023:

Water Rates/Fees:

Water Usage Fees –	4% increase for all customer classes
Sewer Usage Fees –	4% increase for all customer classes
Water Tap Fees –	15% increase (new construction only)
Sewer Tap Fees –	15% increase (new construction only)
Renewable Water Investment Fee -	No change from 2022

Renewable Water Investment Fee (RWIF):

The Board of Directors evaluated the revenues collected over the past years from the Renewable Water Investment Fee (RWIF) as well as projections through 2023. The RWIF has been used toward paying off the revenue bonds issued for the purchase of the Woodmoor Ranch and its water rights in 2011 and continues to be used to pay off the refunded debt. Based on the historical performance of the RWIF, the Board of Directors elected to keep the RWIF at the current base rate for a single family detached structure of \$40 per month for 2023.

Significant District Projects:

Although rates are a significant portion of the overall budgeting process, the District must continue to provide and improve services in order to meet its long term goals and objectives identified through its long range planning while also continuing to meet customer expectations. Here are some of those key projects that have been included in the 2023 budget:

- A new well house (Well No. 22) and transmission line to deliver water into the District’s raw water system for delivery and storage into Lake Woodmoor or direct treatment at the Central Water Treatment Facility will be constructed. This project is expected to be completed by July of 2023.
- Woodmoor Forest service saddle replacement project – as part of the Districts Water System R&R program, the District has identified significant age and deficiencies in water service line tapping saddles in and around the Woodmoor Forest Subdivision. This year, the District will be replacing a significant portion of those service line saddles in its ongoing efforts to maintain water distribution system reliability. In addition, the District will also be conducting its annual Renewal and Replacement exploratory reconnaissance in other areas through additional water tapping saddle replacements.
- As part of El Paso County’s widening project for Highway 105, the District will be relocating some of its water lines and sewer lines outside of impacted areas. This effort will be taking place simultaneously with El Paso County’s road improvement work. Unfortunately, El Paso County does not reimburse the District for the costs associated with relocating the Districts water and sewer lines.
- The District is now a formal member of the Loop Water Authority, a coalition of water providers (Woodmoor, Town of Monument, Donala Water and Sanitation District and Cherokee Metropolitan District) that have banded together to further develop the Loop water project that will treat and transport Woodmoor’s renewable water (i.e. Ranch Water) to Woodmoor as well as other participants’ water to their service areas. In 2022 the Loop Project was granted 4 million dollars through El Paso County and the American Recovery Plan Act (ARPA) to move this project forward, marking yet another milestone in the District’s renewable water plan that is aimed at curtailing its use of non-renewable groundwater and transitioning to using its renewable surface water supplies.

WE WANT YOUR FEEDBACK

To provide information that is beneficial and useful, we would like to hear back from you. Your feedback is important as 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 through our website at www.woodmoorwater.com.