



First Quarter

Newsletter

2024

HIGHLIGHTS OF 2023

There were many noteworthy accomplishments in 2023 that we would like to share with our customers (approximately 4,000 to date):

- The total water treated and delivered to our customers – 311,153,452 gallons which equates to 954.89 acre-feet.
- Unaccounted for water (i.e. water produced and delivered into the system less water billed) was at 7% for the year. Unaccounted for water under 10% is considered excellent.
- The highest water usage month was in August with 43,313,102 gallons consumed by customers and the lowest usage month was March with 15,501,479 gallons consumed. Customer usage, on average, was 2.79 times higher in August than in March of 2023.
- The District completed the well drilling portion of its new Arapahoe Well 22 located off of County Line Road just east of I-25. The Arapahoe aquifer is one of 4 deep bedrock aquifers along the front range of Colorado from Fort Collins south to north Colorado Springs. The Arapahoe is the third deepest with aquifer depths (in Woodmoor) being approximately 2,200 feet deep. The District is currently constructing the well house for this well with construction completion anticipated by early summer.
- The District continued its meter replacement program and as of the end of 2023, has replaced 1675 meters or approximately 42% 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 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 replaced 84 service connection saddles (i.e. where a customer's service line connects to the District's main line) in and around the Woodmoor Forest Subdivision as part of its new (and ongoing) water distribution system Renewal and Replacement (R&R) program. The purpose of the R&R program is to replace aging infrastructure (old pipelines, service saddles, pressure zone PRV's, etc.) that is vital to continue to provide reliable water delivery to customer homes. Replacing older service connection saddles through a robust R&R program reduces the potential for future main line failures (i.e. main breaks) and disruptions in service.

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 in 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 several evaluations on our rates. This year's evaluation and guidance from the District's Board of Directors yielded moderate rate increases for 2024. Of course, inflation continues to be a factor in rate setting. The following are highlights of the Board adopted rates for 2024:

Water Rates/Fees (2024):

Water Usage Fees –	Approximately 4% increase for all customer classes
Sewer Usage Fees –	4% increase for all customer classes
Water Tap Fees –	25% increase (new construction only)
Sewer Tap Fees –	No Change from 2023 (new construction only)
Renewable Water Investment Fee -	No change from 2023

Construction, Construction, Construction!

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.

Below are some of those key projects that have been included in the 2024 budget and are expected to be completed or substantially completed by the end of 2024:

- Highway 105 B Utility relocation project - As we’re all aware, 2023 marked the commencement of construction for Phase A of the Highway 105 roadway improvements stemming from Jackson Creek Parkway to Lake Woodmoor Drive. However, phase B is currently in design and construction expected to begin in late 2024. Phase B continues the Highway 105 roadway improvements from Lake Woodmoor Drive easterly to Martingale Road. The Phase B roadway construction project will impact some additional District water and sewer infrastructure along the Phase B route, precipitating a need for the District to relocate water and sewer lines in advance of Phase B construction.
- Water system R&R – The District will continue to replace old system components (water lines, valves, fire hydrants, etc.) in 2024.
- Two new Dawson Wells – The District is currently under construction for the drilling and equipping of a Dawson well at its treatment facility located along Deer Creek Road and has budgeted to install a second Dawson Well at its north tank facility located off of Indian Summer Way in north Woodmoor.
- Zone 5 Pressure Reducing Valves (PRV’s) – The District is currently constructing 4 new PRV’s and creating a new pressure zone for southeastern Woodmoor. The PRV’s serve a vital role in keeping water pressures in the distribution system to moderate values.
- South Water Storage Tank Expansion. The District will be expanding its potable water storage tank capacity in south Woodmoor. This project will provide the needed redundancy for tank maintenance as well as additional system resiliency.
- The District continues to participate as 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 come together to collaborate and 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 respective 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.