

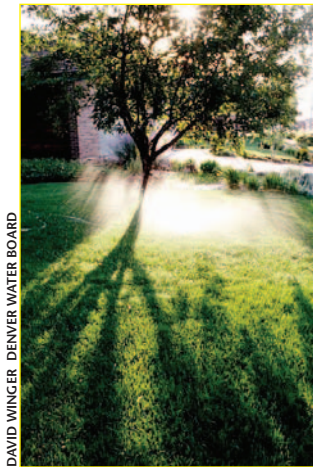


Your Water

Summer 2005

Platte Canyon Water and Sanitation District is governed by a five-member elected Board of Directors. The Board meets at the District office, 8739 W. Coal Mine Avenue at 8:30 a.m. on the fourth Tuesday of each month. Citizens are welcome and encouraged to attend.

Snowpack increases; drought eases Time to think about **summer water use** now



DAVID WINGER DENVER WATER BOARD

Thanks to better than average winter precipitation and the tremendous citizen response to the call for water conservation, Denver Water's reservoirs are recovering. Even so, total reservoir storage is not expected to equal the normal average this spring and additional conservation efforts are strongly encouraged. Denver Water and Platte Canyon ask that customers continue to **not waste water by:**

- Over-watering landscapes
- Watering between 10:00 a.m. and 6:00 p.m. because water evaporates instead of going onto your landscape

- Allowing water to pool or flow across the ground or into any drainage way such as gutters, streets, alleys or storm drains

- Applying water intended for irrigation to an impervious surface such as streets or sidewalk.

- Failing to repair, within 10 days after notice, leaking or damaged sprinkler heads or system leaks

- Watering landscaped areas during rain or high wind

Penalties for water waste are always in effect. The first violation gets a warning, the second costs \$50, the third costs \$100,

and continued violations may result in suspension of service.

Customers are asked to water only when necessary but **not** more than three days per week. A suggested watering schedule is:

- Single Family residences with odd numbered addresses may water on Monday, Wednesday and Saturday

- Single Family residences with even numbered addresses may water on Sunday, Tuesday and Thursday

Please see **Water Use** on page 5



DAVID WINGER DENVER WATER BOARD



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How good is your water?

Denver Water is currently mailing the 2005 Water Quality Report with Platte Canyon customer water bills. The report contains a wealth of information about not only the quality of your water but, also, about where your water comes from and how it is treated before it is delivered to your home or business.

Providing high quality water to our customers at adequate, consistent pressure is a team effort. Denver Water acquires the water resource, treats it to a level that meets or exceeds all state and federal

standards and supplies it to Platte Canyon. Our duty is to preserve and protect the excellent quality of the water as it moves through District owned pipes and pumping stations to your tap. We are very proud of the part we play in Denver Water being able to assert that, "We've never been cited for violating a health standard."

If you did not receive a copy of the 2005 Water Quality Report, please contact Alyssa Quinn at the District office 303-979-2333 and she will have a copy delivered to you.

Emphasis on lead in drinking water

This year's Water Quality Report contains a special discussion about lead in drinking water due to an alarm raised about elevated lead levels found in some homes and schools in Washington D.C. Exposure to lead can cause a variety of adverse health effects, and children and pregnant women are most vulnerable.

Lead is not found in Denver's treated water but may occur in customer's plumbing as a result of corrosion of lead-based pipes and plumbing fixtures. The installation of lead pipes, solder, and plumbing materials was banned in 1986 but lead from older materials can still contaminate water.

Lead can also be found at low levels in food, soil and air. The most common source of exposure to lead is aging lead-

based paint. Lead-based paint is often found in homes that were built before 1978. In these homes, old paint can peel, chip, or weather to produce dust that contains lead.

Common precautions individuals may take to avoid lead exposure include running the cold water tap for 30 seconds to two minutes before drinking or using for cooking after the tap has not been used for several hours. Also, use only water from the cold water tap for drinking, cooking and especially making baby formula. Hot water may contain higher lead levels.

Additional information can be obtained from the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791 or at www.epa.gov/safe-water/lead.

Awareness key to security

Two of the key elements of any security plan are awareness and communications. Platte Canyon asks District customers to report any suspicious activity at Platte Canyon pumping stations, fire hydrants, water valves, and sewer manholes to the local law enforcement agency or the District.

Authorized users of District fire hydrants are required to prominently display a red tag issued by the District. Any suspected

non-authorized use should be reported to 303-979-2333.



Flushing gets the *nasty stuff* out of mains and hydrants

One way Platte Canyon helps to preserve water quality in its distribution system is to periodically flush water from fire hydrants and dead-end water mains. Reasons for performing this maintenance procedure include:



- To remove silt or sediment that may settle in the water main
- To prolong the effectiveness of disinfectants in the water
- To remove stale water that may accumulate at piping dead-ends
- To prevent or remove biofilms — a thin layer of biological material that may adhere to the inside of pipes
- To maintain the hydraulic capacity of the pipeline

While it may appear that water is being wasted during flushing operations, it is an important and necessary activity to preserve the quality and safety of your water. District crews attempt to divert flushed water to landscaped areas when damage can be avoided, or capture the water for other uses. Capturing the water can not always be accomplished, however, because a specified velocity of the flushed water must be reached and the water must run until water quality parameters are met.

Please use caution when driving through areas where flushing operations are being conducted.

If you should have any questions regarding the operations, please contact Scott Hand, Operations Supervisor at 303-979-2333.

Littleton adopts sewer rate increase — more to come

Littleton City Council recently adopted a 12 percent increase in sewer service charges for 2005. Single family residential rates will rise \$13.79 per year from \$114.91 in 2004 to \$128.70 in 2005. Multiple-family residential, commercial and industrial user rates will also increase as shown in the chart [below]. Sewer service bills reflecting the rate increase will be mailed the first week of June 2005.

City staff informed Council members that the rate increase is necessary to meet debt service costs associated with the \$114 million expansion and rehabilitation of the Littleton-Englewood Wastewater Treatment Plant. The plant is jointly owned and operated by the cities of Littleton and Englewood. Platte Canyon contracts with Littleton for treatment of all wastewater generated by District customers.

In addition to construction and debt repayment expenses, city staff project plant operating costs to increase as new, more complex treatment components come on line. While the treatment plant

is being expanded to accommodate new users, a significant portion of the project is required to meet more stringent water quality regulations imposed by the United States Environmental Protection Agency and Colorado Department of Public Health and Environment. City staff pointed out that Littleton sewer service charges will remain amongst the lowest in the Denver Metropolitan Area even after adoption of the increase.

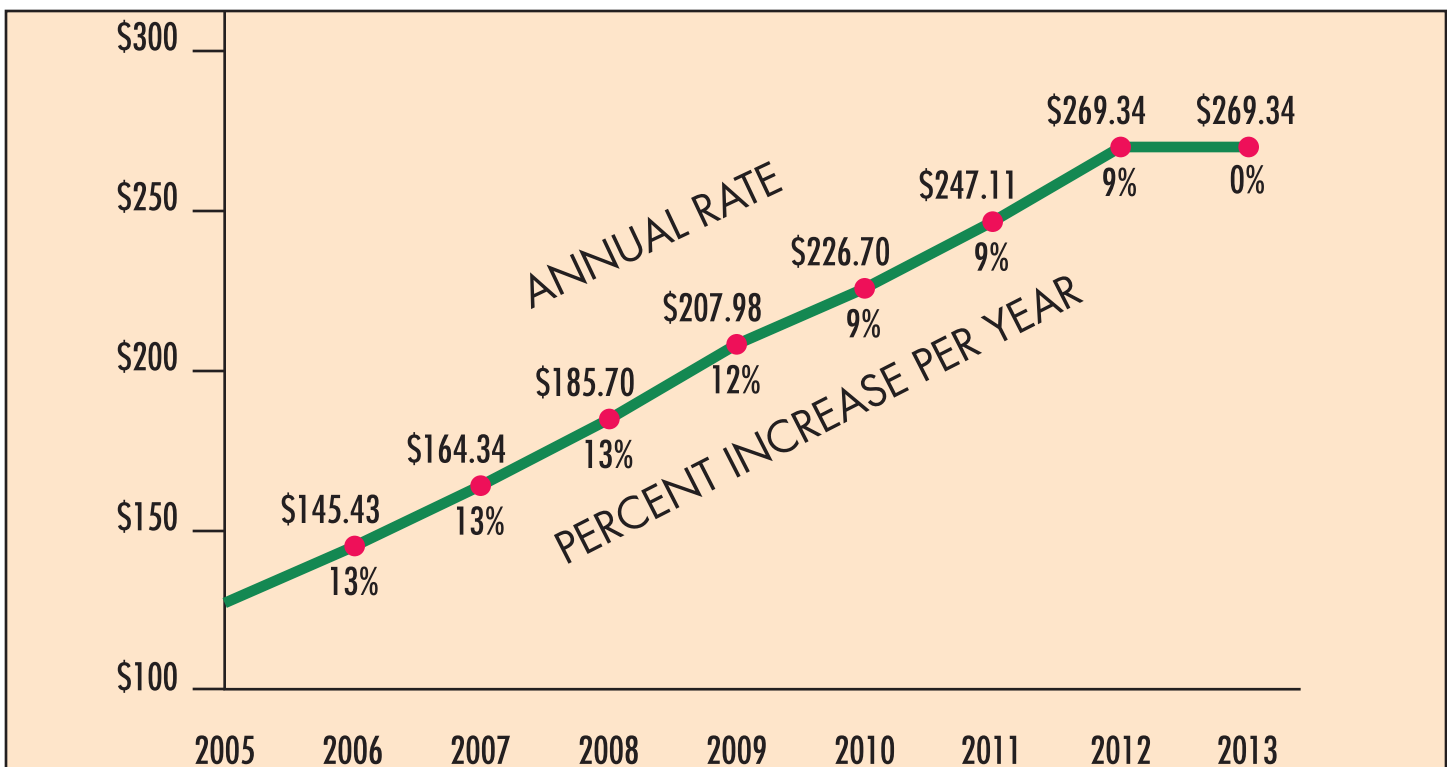
City staff informed the Council that future rate increases will likely be needed each year through 2012. The proposed increases will be presented to the Council each year and are subject to change based

on annual revenue and expenditure projections. Littleton City Council conducts public hearings prior to adopting any sewer service charge adjustments.

A proposal to change the way residential sewer charges are assessed from a fixed annual fee to a variable fee based on customers indoor water usage was rejected by the Littleton Council. Increased billing costs, potential large fluctuations in revenues, and concern about the impact on families were cited as reasons to not move forward with the alternate rate concept. Some Council members did, however, express an interest in revisiting the proposal in the future.

Annual sanitary sewer charges

	2004	2005
Single-Family Residential User	\$114.91	\$128.70
Multi-Family Residential User (per living unit)	\$97.67	\$109.39
Commercial User (per gallon of annual water usage)	\$1.25	\$1.40



Sewer Charges:

Possible sewer charges based on Littleton sewer financial plan for 2005. The rates shown above have not been approved and are subject to change based on actual projected future revenues and expenditures.

Two new employees join Platte Canyon staff; Scott Hand moves to operations supervisor

We were sorry to receive the resignation of the District's long-time operations supervisor Steve Daldegan. Steve started with the District in 1984 and was promoted to supervisor in 1994. He is now moving three miles north on Wadsworth to become the District Manager of Lakehurst Water and



Scott Hand

Sanitation District. We wish Steve success with his new and challenging opportunity. While we are sorry to lose a dedicated employee of Steve's caliber, the operations department is now in the very capable hands of Scott Hand. Scott has been with the

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Ernie Navarette



Sam Brito



Platte Canyon Crew: left to right: Armando Quintana, operator; Sam Brito, operator; James Estep, operator; Scott Hand, operations supervisor; Bruce Yarish, operator and Ernie Navarette, operator.

District since 1980 and knows the District's infrastructure inside out. The District has received numerous calls and notes from homeowners over the years complimenting Scott for his excellent customer service. We have every confidence that Scott will be an excellent supervisor.

Samuel Brito and Ernie Navarette

have recently joined the District as system operators. Both Sam and Ernie are making career changes, Sam from the machinist-manufacturing sector and Ernie from the telecommunications field. Both are looking forward to the new challenges and experiences that come with working in a new field of endeavor.



Water, water everywhere - emergency crews **SPRING** into busy times

This spring, Platte Canyon emergency crews have been kept very busy repairing an unusual number of water main breaks. Normally, the Platte Canyon, Southwest Metropolitan, and Bow Mar Districts experience 25 to 30 breaks per year. This year, however, there have been nine breaks in a four week period. "It seems that a lot of breaks occur in spring due to soil thawing and movement and changing water use patterns, but this spring has been quite unusual," reported Scott Hand, District operations supervisor.

Scott also commented that some of the breaks this year caused expensive roadway and landscaping damage due to the severity of the pipe damage.

"Some of the pipes that broke will undoubtedly be included in the District's

schedule for facility replacements," stated Scott.

Platte Canyon retains a private excavation contractor, C&L Backhoe Excavating, to assist with water main repairs. District maintenance staff provide initial response to pipeline breaks. They terminate the flow of water, obtain utility location information from electrical, cable TV, telephone, and gas utilities, and notify affected residents as C&L responds with excavation equipment. The efficiency provided with this teamwork approach has proven to be very effective in minimizing property damage and reducing the inconvenience of water service disruptions.

It is anticipated that the pipeline, street and landscaping repair costs for the breaks will exceed \$30,000.



Platte Canyon is preparing to launch a Web site later this year. The purpose for the site is to improve communications to and from District customers and clients. A report prepared by District staff member Barrie Brinkley and presented to the Board of Directors in April concluded that the Web site will enable the District to disseminate more information more frequently to District customers in a very cost effective manner.

It is anticipated that the size and scope and the number of newsletters the District produces will be reduced. The Web site address will be www.plattecanyon.org. Information being considered for posting on the Web site includes:

- District Mission Statement
- District History
- [Contact Numbers \(regular and emergency\)](#)
- Board of Directors/Employee Section
- District Boundary Maps
- District Fee Schedules
- [District Documents \(manuals, specifications, budgets, capital masterplans, newsletters, etc.\)](#)
- Customer Rates and Fees (which will link to various outside sources)
- Administration Section
- News Section (most recent additions to the Web site)
- [Instructions/Information on applying for Annexation, Tap Permits, Fire Hydrants, Permits, etc.](#)
- Frequently Asked Question Section
- Water Conservation and Xeriscape Section
- [Employment \(job openings, job descriptions, and applications\)](#)
- Archive (past newsletters, bulletins, notices, etc.)
- Links Section (Denver Water, City Of Littleton, etc.)
- [Email the District](#)
- Search Engine

We invite your comments or suggestions.

District completes required Emergency Response Plan

The federal Public Health Security and Bioterrorism Preparedness and Response Act of 2002 (Bioterrorism Act) requires each public water system that serves 3,300 people or more to prepare a Vulnerability Assessment (VA) and Emergency Response Plan. Platte Canyon completed the VA in 2004 and has now finished the Emergency Response Plan (ERP). The VA is focused on protecting the District's critical assets while the ERP provides guidance for responding to natural and manmade emergencies.

The District's ERP includes plans and procedures for responding to fairly routine

occurrences such as water breaks as well as plans for handling disasters such as tornadoes, earthquakes, fires, floods and terrorist acts. While the federal mandate for development of an ERP pertains only to the District's water system, the District has extended it to include the wastewater collection system as well.

As required by the Bioterrorism Act, the District has notified the U.S. Environmental Protection Agency that the ERP has been completed and includes all of the elements required by federal law. The plan will be periodically reviewed and updated by District staff.

Water Use

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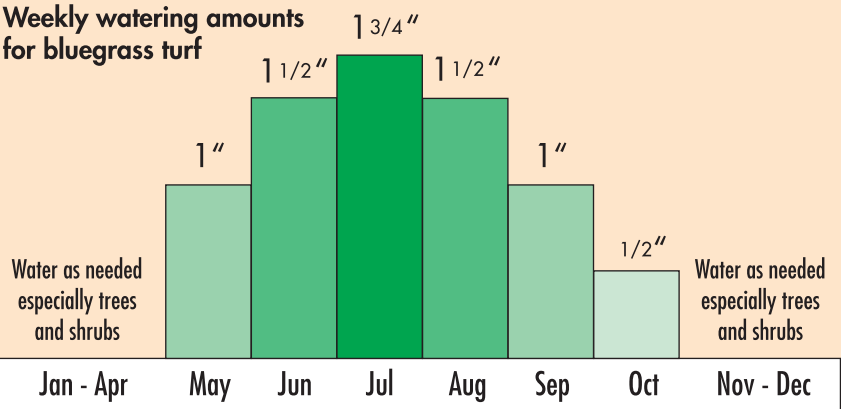
• Homeowners associations, multi-family, business and government customers may water on Sunday, Tuesday, and Friday. Trees, shrubs and flowers and

vegetables can be watered on any day, but not between 10:00 a.m. and 6:00 p.m.

For efficient turf watering, Denver Water suggests you follow these guidelines.

Suggestions for Efficient Watering

Weekly watering amounts for bluegrass turf



OR

Suggested minutes per zone*, per watering day to achieve results shown above.

Type of Sprinkler	May	Jun	Jul	Aug	Sep	Oct
Fixed Spray Head	13	20	23	20	13	7
Manual Sprinkler	20	30	35	30	20	10
Rotor Head (1/2 circle)	29	43	50	43	29	14

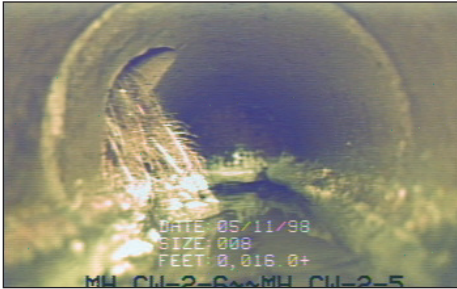
OR

Simple Option: Water an average of 20 minutes per zone, per watering day; adjust monthly as suggested.

*A Zone is the area of the landscape covered by the spray from a sprinkler or group of sprinkler heads.

Sewer repair scams big problem

The *Denver Post* recently reported that a number of homeowners have been targeted by disreputable sewer repair companies. The companies perform legitimate video inspections of homeowner sewer pipes, but then misrepresent the need for repairs. They then provide an escalated bid to conduct repairs using their own forces. When videotapes of purported



sewer damage were reviewed by knowledgeable experts, it was determined that the work proposed by the companies was not necessary and the owners had been victimized.

There are a number of responsible, reputable firms conducting video inspections of residential sewer pipes and conducting pipeline repairs when proven to be necessary. However, there are a few disreputable purveyors that seek to take advantage of unsuspecting homeowners. Platte Canyon urges homeowners to exercise caution and follow a few simple guidelines in dealing with sewer inspection and repair contractors.

- Investigate the company before hiring. Check company references and check with the Better Business Bureau.

- Flush water down your drain so it is as clean as possible prior to conducting a video pipeline inspection.

- Always be present when the video inspection is conducted and obtain the original videotape or a copy of it.

- If repairs are proposed, consider retaining a separate firm to review the tape or request assistance from your public sewer agency.

- Obtain competitive bids for repairs. It is very rarely necessary to conduct repairs immediately after an inspection.

- If a firm is hired to conduct repairs, make sure it is properly licensed, and has adequate liability and workers' compensation insurance.

- Make sure that permits are obtained and the permits are issued to the same company that is doing the work.

- Call the city or county to see if an inspection of the work is necessary and, if so, that the inspection is carried out and verified in writing.

Platte Canyon will review sewer videotapes at the request of District residents. If you have a concern about advice you are receiving from a sewer inspection and/or repair company, or would like to request that a videotape be reviewed, please call Scott Hand, Platte Canyon Operations Supervisor, at 303-979-2333.

Sewer backups: the cause and the insurance

We would like to remind Platte Canyon residents that many homeowner insurance policies do not automatically include coverage for sewer backups, whether caused by stoppages in the sewer main or sewer service pipe. Most insurance companies will, however, provide this coverage for a nominal fee if requested.

Sewer service providers are normally **not** found to be responsible for sewer backups if the utility has a comprehensive operations maintenance program. Platte Canyon has a very extensive maintenance program consisting of pipeline video inspections, hydraulic cleaning and root cutting. Vandalism and roots entering Platte Canyon's system from private sewer pipes are instances that can cause sewer backups that are not the responsibility of the District.

We urge homeowners to contact their insurance agent to determine if their policy provides coverage for sewer backups and, if not, if coverage is available.

We would also like to remind property owners that District regulations strictly prohibit connection of sump pumps, underdrains, and other non-wastewater sources, from being connected to the District's sanitary sewer pipes because this can also cause sewer backups.



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