



elco news

Newsletter of the East Larimer County Water District

May 2021

Office Hours and Location

The ELCO office is located at 232 South Link Lane, Fort Collins, Colorado. Office hours are 8:00 am to 4:30 pm, Monday through Friday. The phone number is (970) 493-2044.

Emergencies

Customers in need of emergency service can call (970)493-2044 after regular office hours. Emergency calls are routed to an answering service which can dispatch on-call personnel.

For Your Information

ELCO customers have the ability to check their accounts and pay their bills via the Internet. Customers can access their accounts to determine the status of payments, monitor consumption, and authorize payment from their checking accounts or via credit card. ELCO customer accounts can be accessed by logging on to the District's website at www.elcowater.org.

Outdoor Irrigation Tips

East Larimer County Water District is monitoring the ongoing impacts from the Cameron Peak and East Troublesome Fires that could affect supplies from the Cache La Poudre and Colorado Rivers. While this is being monitored, ELCO customers are encouraged to conserve water usage whenever possible. Typically, outside irrigation accounts for half of a household's annual water usage. A few recommended conservation tips include:

- **When turning on the irrigation system, check for leaks.** The best way to confirm there are no leaks or breaks in the plumbing or sprinkler heads is at the water meter. Most water meters in the District are located in meter pits in the front yard under a metal or composite lid. You will need a pair of pliers or vice grips to remove the lid. Once the lid is removed, you will find the meter. There are several types of meters installed in the District. For older style meters, there is a triangle dial on the top of the meter that, if moving, may indicate a leak in the system. For second generation or smart meters installed, there is a digital indicator on top of the meter that will be moving if there is water flowing. Please refer to the District's website (www.elcowater.org) FAQ's for more details on how to find a leak. ELCO's responsibility stops at the meter. Anything downstream of the meter is the customer's responsibility.
- **Do not water your yard between 10 a.m. and 6 p.m.** when evaporation is generally the highest.
- **Do not water your lawn when it's raining or windy out.** You can install a rain or wind sensor device to shut-off your irrigation system during these times.
- **Manage your irrigation system by adjusting your irrigation schedule** based on the time of year and weather.
- **If you have a smart meter installed, setup an account to view and monitor your usage.** Leak alerts are also available through this system. To know if your account has a smart meter installed, refer to your monthly water bill. A message will be printed to the right of the usage graph stating "Access to your daily water usage is available at www.elcowater.org/eyeonwater". You can also call the office and they can help you determine if a smart meter has been installed. Not all accounts have smart meters installed at this time. If there is not a smart meter installed, you can still manually read your meter to determine your usage and check for leaks.
- **Do not waste water by letting your sprinklers spray concrete sidewalks or driveways or structures.**
- **Mow your lawn a day or two after you water.** A lawn mowed at 3" is more drought tolerant than a lawn mowed at 2". Only remove 1/3rd of the grass blade at a time to help minimize stress.
- **Getting brown spots on your lawn?** Cool season grasses such as bluegrass will go dormant when it gets too dry, but will come back when the soil moisture is replenished. If you have tall fescue and your grass becomes mousey brown, it may be dying back and thinning out because it doesn't have a dormancy mechanism and doesn't behave like a cool season grass. Try over seeding those dead areas next year to encourage re-growth.

Cycle Soak Method for Lawn Watering

To get 1-inch of water on your lawn, apply ½ inch in one cycle, let it soak for an hour and then come back and apply the second ½ inch.



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Sprinkler Checkups

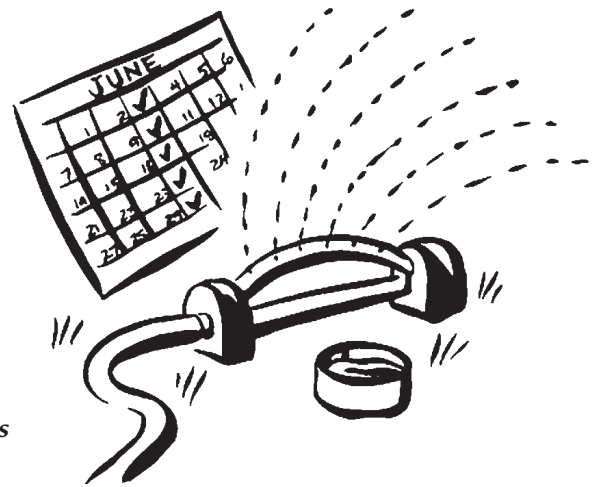
ELCO will again be coordinating with the City of Fort Collins Utilities to offer a limited number of free sprinkler checkups to residential customers.

A checkup typically takes 1.5 hours to complete. A sprinkler checkup can help save water through more efficient lawn watering.

Sprinkler checkups include:

- *Visual inspection of each zone to identify problems*
- *Tests that measure how water is being applied*
- *Custom watering schedule*
- *Information about the lawn's seasonal water needs*
- *Recommended system upgrades*

To sign up go to: fc.gov.com/sprinklers



Conservation Charge

To encourage efficiency, ELCO assesses a conservation charge when customers exceed their annual allotment. This charge reflects the value of water rights available to the District and plant investment fees assessed by the District.

Today, when any new water service is established, ELCO assigns an annual allotment to each new customer account. For single-family residential customers, the annual allotment is dependent on lot size. New non-residential customers are assigned an annual allotment based on the average water use of existing non-residential customers with the same size meter and are fixed based on meter size. For new irrigation services, the amount of the annual allotment is based on the amount and type of irrigated area.

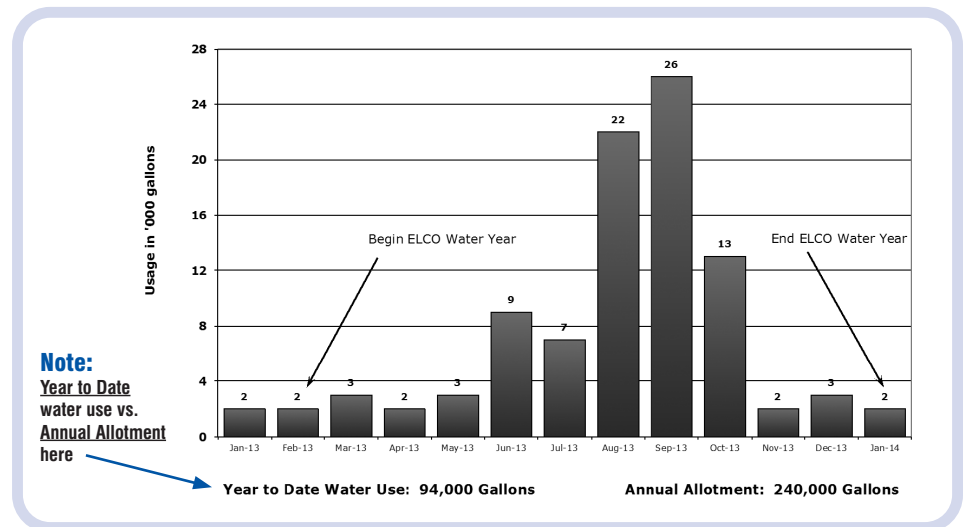
If a customer's cumulative water use from January through December exceeds their annual allotment, a conservation charge is assessed on all water use in excess of their annual allotment. The annual allotment is set back to zero each year after the January meter reading. For

all customer categories, the conservation charge raises the water rate an additional \$4.62 per thousand gallons once the annual allotment is exceeded. For single-family residential customers the conservation charge raises the water rate from \$3.91 to \$8.53 per thousand gallons.

It is highly recommended customers monitor their water usage. The graph

below is printed on ELCO's water bill each month. This allows customers to monitor their year-to-date usage and compare it to the annual allotment assigned to the account. Your usage is reflected in the bill you receive the month following that when the water was used. For example, the bill you receive in July is for water used in June.

Sample of Year-to-Date Water Use Graph:



Water Quality Report

In accordance with the law, East Larimer County Water District publishes the Annual Water Quality Report (AWQR), also known as the

Consumer Confidence Report (CCR) annually. This report provides information about where ELCO's water comes from and 2020 water quality test

results. The most recent report will be available June 1, 2021. The report can be found on our website at www.elcowater.org.

