

BACA GRANDE WATER AND SANITATION DISTRICT



Spring / 2023 / ISSUE 2

A QUASI MUNICIPAL
CORPORATION
AND POLITICAL
SUBDIVISION OF
THE STATE OF
COLORADO



Welcome

Welcome to the 2023 spring edition of the Baca Grande Water and Sanitation District (BGWSD) Newsletter.

BGWSD is governed by a Board of Directors composed of five members who are elected by the residents of the district.

Regular meetings of the Board of Directors of the Baca Grande Water and Sanitation District are typically held on the third Wednesday of each month, 9:00 AM, via Remote Conferencing Only.

Join Zoom Meeting <https://us02web.zoom.us/j/6741155646>
The meetings are open to the public.

Please check for updated meeting information at www.bacawater.com.

IN THIS ISSUE

A NEW LOOK!
We have launched our redesigned website bacawater.com

LIHWAP
Low-income household water assistance program is available to apply for.

XPRESS BILL PAY
Interactive Voice Response (IVR) system is now available 24/7 to make payments.

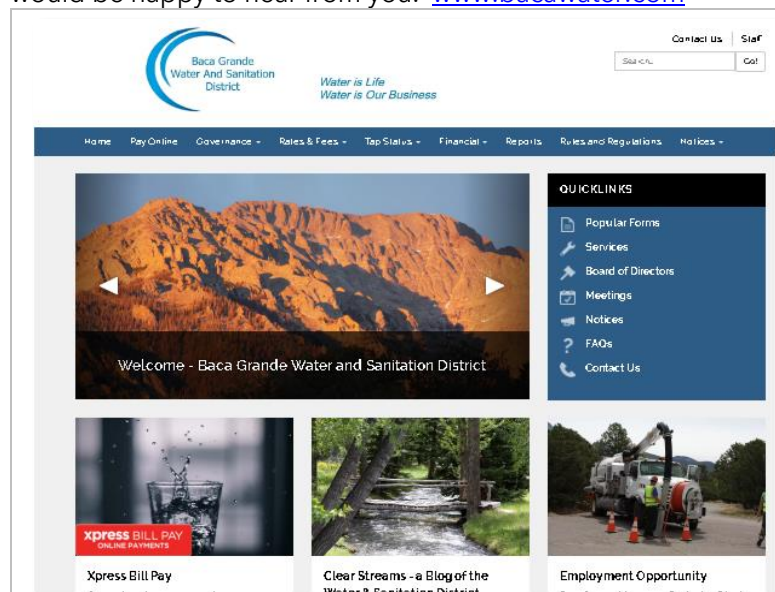
We have Changed...

But it's all good!

We are thrilled to inform you that our redesigned website **is live to the world!** Have you seen our new home page? We designed it with you in mind. Our new site is now secure, which means our site is not only live but is secure as well. We achieved the goal of having a compliant, accessible, and powerful tool for communication with our community.

Check out the "Clear Streams" Blog, currently featuring the 2023 Elections. The improved website includes new mobile-friendly technology to make it easy to read from any type of device. We hope that this will improve your experience with us at BGWSD and that you love the new site as much as we do.

The website will be getting new features over the next few months to keep our customers informed. If you have any questions, feedback or suggestions please be sure to reach out to us! We would be happy to hear from you. www.bacawater.com



Meet BGWSD Team

Board of Directors	District Staff
Vivia Lawson President	JoAnn Slivka District Manager
	Gary Potter Director of Utilities
John Loll Vice President	Natalie DeBon Administrative Services Manager
	Jennifer Jenkins Utility Billing
Mike Smith Secretary/Treasurer	Tim, Allen Utility Maintenance Operator
	Bryan Howard Utility Maintenance Operator
Rick Hart Director	Mark Elliott Utility Maintenance Operator
	Cooper Goodhart Utility Maintenance Operator

Special District Election

May 2, 2023

The Baca Grande Water and Sanitation District is governed by a five-member Board of Directors.

We will have an election on May 2, 2023. At that time two (2) Directors will be elected to serve four-year terms.

The district has received self-nomination forms from five candidates. A ballot order random name draw resulted in the candidate names appearing in the following order on the ballot:

- William Peck
- David Karas
- Dan Gray
- Michael Scully
- Mike Smith

Check our [website](#) for updated election news.

NEW Interactive Voice Response (IVR) system

Another fast and convenient way for you to pay your bills, no computer necessary!

Now all Baca Grande Water and Sanitation District customers can pay their utility bills 24/7 with our Interactive Voice Response (IVR) system.

Simply call the toll-free number:
888-504-0548

Provide your account number to locate your bill. The IVR system will tell you your account balance, the payment due date, and then guide you to make your payment using a credit card, debit card, or eCheck.

You are provided with a confirmation number and notified whether the transaction was successful or not.

Additionally, you may call the payment center (800-720-6847) and make payments over the phone with a live operator.

Both the IVR system and our payment center offer service in English and Spanish.

Assistance With Paying Your Water Bill

BGWS D would like to let you know that the Colorado Department of Public Health (CDPH) aids low-income individuals and families in paying their water bill and waste/sewer service bills. Find out how to apply through the State's website at <https://cdhs.colorado.gov/leap>



you

Low-Income Household Water Assistance Program-(LIHWAP)

is created to help and provide a benefit to qualifying households for the following services:

- ❖ to help reconnect disconnected drinking water or waste/sewer services
- ❖ to help the household if facing disconnection with their drinking water and waste/sewer services
- ❖ to help with a past due amount for drinking water and waste/sewer services

Funds are limited and are on a first come first serve basis

To qualify for this assistance, the household must meet these criteria:

1. Be approved for LEAP during November 1, 2022 - April 30, 2023
2. Complete the addendum within the LEAP application and submit a copy of your water bill
3. Must pay drinking water services and/or waste/sewer services directly to a water vendor
4. Services must be in disconnected, facing disconnection, or have a past due amount on the bill.

It's a Toilet, Not a Trash Can

Your help can reduce blockages in pipes which can lead to sewer backups in the environment, the streets or even your home! Limiting contaminants and unwanted items from entering our pipes ensures a clean and properly functioning sewer system, which benefits us all.

Please remember that baby wipes, disinfecting wipes, or cloth wipes of any kind can NOT be flushed down the toilet, even if they are labeled as "disposable" or "flushable". Unlike toilet paper, which breaks down quickly in water, personal, baby and cleaning/disinfecting wipes remain intact and tangle into massive clogs that jam pumps and block pipes.

Help Us Help You! Keep in Touch

- Please give the district office at least 48 hours' notice of any turn ON/OFF non-emergency requests.
- Always notify the district of any change of address or contact information.
- If you rent or lease your home, please provide the District with a [Tenant form](#), which can be found on the District website.

EMERGENCIES!

- If you have a water or sewer emergency always call the district's main office number at **719-256-4310** and an Operator will be dispatched to help you. Calls received outside normal working hours will be answered by the district's answering service.

FAQ's

1. **What is AOS?**
(AOS) stands for "Availability of Service". This annual fee assessed on vacant lots is currently \$200.00 per lot for the availability of services. These charges are imposed by the district where District water and/or sewer lines have been installed and are ready for connection within 100 feet of the property line of a residential lot.
2. **What are the minimum fees for water and sewer?**
 - * Water is \$48.13 per month for 4000 gallons
 - * Sewer is \$40.73 per month

Minimum fees apply regardless of connected services being on or off.
3. **Is my water safe to drink?**
Yes! The water that you receive from the Baca Grande Water & Sanitation District is very safe to drink. Our certified operators constantly monitor and test your drinking water. For additional information check our water quality reports at bacawater.com.