

# **PARK FOREST WATER DISTRICT**

7340 McFerran Road • Colorado Springs, CO 80908

Phone: (719) 494-1320 • FAX: (719) 494-2075 • E-mail: [pfwd@pfwd.org](mailto:pfwd@pfwd.org)

Website: [www.colorado.gov/pfwd](http://www.colorado.gov/pfwd)

## **BILLING INFORMATION:**

**Billing Dates:** Water is billed bi-monthly: February 28, April 30, June 30, August 31, October 31, and December 31.

**Payment Due Months:** Payments are due: March 31, May 31, July 31, September 30, November 30, and January 31.

**Late Payments:** Payments are considered to be late if not received within five (5) days of the Due Date. A Late Payment Fee, as listed in *Appendix B* of the District *Rules and Regulations*, which may found on the District website, will be added to the Customer's account for payments not received by the 6<sup>th</sup> of the month following the Due Date.

**Shut-Off Fee:** Except in an emergency, the District shall provide written notice to the Customer of the reason for shut off and of the opportunity for the Customer to request, in writing within 15 days from the date of the notice, a hearing before the Board on the proposed shut off of service.

If a Customer requests, in writing, a hearing on the proposed shut off of water service, it will be scheduled for the succeeding Board meeting and the Customer will have the opportunity to present testimony and/or evidence regarding why the water service should not be shut off. The Board may consider any relevant evidence at the hearing, without conformance to the Rules of Evidence.

If water service is shut off, a Shut Off Fee, as listed in *Appendix B*, will be charged to the Customer's account.

**Re-Connect Fee:** Service will not be restored until the delinquent balance, including the shut-off fee, and a re-connect fee, as listed in *Appendix B*, are paid.

**Meter Readings:** The customer is responsible for furnishing bi-monthly meter readings on the billing card stub.

- Meter Read cards should be returned with payment.
- If a customer uses a bill paying service, they should either:
  - Request that the bill paying service include the meter reading in the memo section on the check; OR
  - Mail the Meter Read card to 7340 McFerran Road, Colorado Springs, CO 80908, or place it in the drop box at the same address.
- A meter reading fee, as shown in *Appendix B*, will be applied to accounts where a meter read has not been supplied to the District by five (5) business days before the next billing date, to have the District O.R.C. come and read the meter.

**Returned Check Charge:** A fee of \$20.00 will be charged for all returned checks.

**Water Rates (Effective for water usage beginning January 1, 2018) :**

<b>Bi-Monthly Base Fee</b>		<b>\$ 120.00</b>
<b>0-8,000</b>		<b>\$ -</b>
<b>8,001-14,000</b>		<b>\$ 4.00 per thousand gallons</b>
<b>14,001-20,000</b>		<b>\$ 5.75 per thousand gallons</b>
<b>20,001-26,000</b>		<b>\$ 7.50 per thousand gallons</b>
<b>26,001+</b>		<b>\$ 9.25 per thousand gallons</b>

**Payments:** There are several payment options available to customers.

- Payments can be dropped in PFWD drop box located at 7340 McFerran Road.
- Payments can be mailed to: PFWD, 7340 McFerran Road, Colorado Springs, CO 80908. Please allow at least four (4) days for the Post Office to deliver your payment.
- Credit cards payments can be made through a link on the District's webpage ([pfwd.org](http://pfwd.org)).
  - A convenience fee will be charged to customer at the time the credit card is processed

**Billing Schedule:**

<b>Bill Date</b>	<b>Due Date</b>	<b>Water Usage Period</b>
February 28	March 31	November, December
April 30	May 31	January, February
June 30	July 31	March, April
August 31	September 30	May, June
October 31	November 30	July, August
December 31	January 31	September, October

Revised 01.01.2018