

Park Forest Water District

7340 McFerran Road . Colorado Springs, CO 80908. (719) 494-1320
Website: <http://www.colorado.gov/pfwd> Email: pfwd@pfwd.com

February 6th, 2020

Dear PFWD Residents,

We hope you have had a wonderful holiday season and are enjoying the Colorado weather. In an effort to keep all residents informed, we are sending this newsletter to inform you of some changes to our billing system and rate structure.

Due to extremely high legal fees incurred due to the lawsuits against PFWD, filed by the Eagle Rising Developer, the district has been forced to raise its rates. The increase will be \$37/month, raising the base rate to \$100/month. At this time, we are still allotting residents 4000 gallons per month of usage.

The district is also moving to a monthly billing cycle, beginning March 1, 2020. This means that in March, you will receive the normal invoice for the Nov/Dec cycle, as well as the Jan/Feb invoice at the new rate. Beginning in April, you will receive only the invoice for the previous month. The due date for the monthly invoices will now be changed to the 20th of the month.

We understand that this is an inconvenience, and we appreciate your patience and understanding as we transition to the new billing system. In an effort to make this transition as easy as possible, we are now offering to send your invoices electronically. If you would like to receive your invoice electronically, please send an email to pfwd@pfwd.org and include your name, address, and account number.

As a reminder, we do not accept cash payments. Payments can be made in the form of check or money order at the office or left in the drop box at the end of the driveway. In addition, you can pay online by following the link to paygov through our website at Colorado.gov/pfwd or by making an ACH payment through your banking institution.

If you have any questions, you may contact the office at (719) 494-1320 or through email at pfwd@pfwd.org. The office is only open Mondays, and any phone messages will be returned at that time. Email is monitored throughout the week.

Sincerely,

Park Forest Water Board