



elco news

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.

Water Rate Increase Effective January 2023

At the November Board meeting, the ELCO Board of Directors approved an increase to monthly water rates effective January 2023. The Board approved to increase the base and volumetric charge based on account classification. See the tables below for the approved adjustment:

Monthly Water Base Charge by Water Tap Size (effective January 2023)

Tap Size	Current Base Charge	January 2023 Base Charge
3/4"	\$14.00	\$14.35
1"	\$21.65	\$22.20
1 1/2"	\$30.83	\$31.61
2"	\$67.55	\$69.24
3"	\$144.06	\$147.67
Mobile Home Park	\$9.68 / space	\$9.92 / space

Volumetric Charge by Water Tap Size (effective January 2023)

Classification	Current Volumetric Charge (per 1000 gallons)	January 2023 Volumetric Charge (per 1000 gallons)
Residential	\$4.03	\$4.35
Commercial	\$3.45	\$3.73
Irrigation	\$5.91	\$6.38
Multi-Family	\$2.70	\$2.92
Mobile Home	\$2.50	\$2.70

This rate adjustment is to ensure the District is able to continue to provide customers with the high-quality service currently delivered today. All our costs from capital infrastructure projects to daily operations are paid for solely by rates and fees, not taxes. The water rates are based on the cost to treat and deliver water to the customer. The District continues to reinvest the money received from customers to maintain and upgrade water lines, pump stations and other infrastructure that allow us to deliver safe, reliable water.



Conservation Charge

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. 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 allotment. The annual allotment is set back to zero each year after the January meter reading. For all customer categories, the conservation charges increase the volumetric rate. Effective January 2023,

the conservation charge will be an additional \$4.99 per thousand gallons once the annual allotment is exceeded. For single-family residential customers, the conservation charge raises the water rate from \$4.35 to \$9.34 per thousand gallon. To help customer's keep track of their year-to-date water use, a chart is printed on the lower left section of the bill.

Please refer to ELCO's website at www.elcowater.org for further details.

Beacon/Badger Meters — Online Access Available

A meter exchange program is currently in progress for all District accounts. Badger meters are being installed that records hourly and daily water usage and is accessible online. Currently the District has Badger meters installed in 60% of the District.

How do I know if my account has a Badger meter installed?

Not all ELCO accounts have a Badger meter installed yet. To determine if there is a Badger meter installed at your property, refer to the monthly bill. All accounts with a Badger meter installed have a note just right of the bar graph stating: "**Access to your daily water usage is available at www.elcowater.org/eyeonwater**".

How can I access this info for my account?

Once a Badger meter is installed, customers can access the online link to view their water usage and setup leak alerts. Leak alerts monitor continuous consumption

for 24 hours and can trigger an email to the customer to notify them of a possible leak. The online portal can be found at <https://www.elcowater.org/eyeonwater>. This link can also be found on ELCO's website at www.elcowater.org and click on Eye On Water.

What information do I need to setup an account on Eye On Water?

Customers will need their water bill to refer to the account number. When entering the account number on the site, please omit the hyphen. For example, if your account number is 124567-000, enter the account number online as 124567000. The site will also request the service zip code name, email address and passcode created. The customer will use the email address and passcode to access the account once they have completed the setup process. Once the account is created they can then setup a leak alert, view daily, hourly, monthly water use.

Please contact the District office with any questions.

