



ELCO *NEWS*

Newsletter of the East Larimer County Water District

May 2024

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 <https://www.elcower.org>

Water Efficiency Plan

The East Larimer County Water District has completed a draft of an updated Water Efficiency Plan and is requesting public input. This Plan updates the District's 2016 Water Efficiency Plan, supporting future water conservation and efficiency activities to provide a reliable water supply for the District into the future. ELCO has integrated water conservation and efficiency throughout its various planning documents and continues to implement a water efficiency program. To read the report, please visit www.elcower.org. All comments must be submitted by July 1, 2024. Comments can be submitted via email at elco@elcower.org or via mail to PO Box 2044 Fort Collins, CO 80522.

Beacon/Badger Meters

- Online Access Available via Eye On Water Website

East Larimer County Water District continues to upgrade water meters throughout the district with smart meter technology. These new meters allow online and secure access to customer's daily water usage data. Utility customers can sign up for the free service at www.eyeonwater.com/signup. There is also a free app available for iPhone or Android phone.

The application allows customers to track the water use on an hourly, daily, monthly and yearly basis. Customers can also setup alerts through the system that will notify them via email or text of continuous flow for 24 consecutive hours of flowing water above a specified limit called an alert threshold. If the threshold was exceeded during that time, an alert will be sent. If flow dropped to zero or below the threshold, even if the flow was exceeded one or more times in that last 24-hour period, no alert will be sent.

Not all accounts have a smart meter installed yet. To determine if there is a Badger meter installed at the 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.elcower.org/eyeonwater**".

In order to setup an account on the **EyeOnWater** website, customers will need their water bill to reference the account number. When entering the account number on the site, omit the hyphen. For example, if the account number is 123567-000, enter the account number online as 123567000. The site will also require the zip code to verify an account can be setup. From there, the customer will setup a username and password to access the account.

For assistance on setting up an account, contact the office at (970) 493-2044 or elco@elcower.org. You can also visit our website, www.elcower.org/eyeonwater, where there is a video that may help guide you in setting up your new account as well.



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Detecting Possible Leaks

If you are concerned about a possible leak, we recommend trying a few things before calling a plumber or a leak detection company. Your water meter is the most useful tool in identifying leaks. To determine if you have any leaks, follow these easy steps.

All water usage downstream of the water meter are the customer's responsibility to troubleshoot and repair.



1) Locate your water meter. It is usually in a pit in your front yard under a metal lid flush with the ground. You will need a pair of pliers or vice grips to remove the lid. If there are two meters in the pit, the one closest to your house is yours. Most meters are equipped with a scanner that allows the meter to be read without removing the lid. When removing and replacing the lid, be careful to avoid damaging the wire that connects the meter to the scanner mounted in the lid. The wire needs to be inside the pit and the second cover inside the pit needs to be returned to the original position when the metal lid is reinstalled.

2) Once you locate your water meter, confirm no water is being used (showing, dishwashers, sprinklers, etc.) Look for the leak detector on the face of the meter. There are two types of meters installed in the District. New meters have a digital register with a water drop shown on the register if there is a leak. The older styles meters have a small red triangle or dial that slowly rotates when water is flowing through the meter. Contact the ELCO office if you have trouble locating your meter or the leak detector on your meter.

- 3) If the leak detector on the face of the meter is displayed or the triangle on the older meters is rotating when the water is off, you probably have a leak. The most common culprit in the summertime are irrigation systems. Turning off irrigation system valves and checking the meter to determine if the flow has stopped are best practices to finding water leaks. Leaks in irrigation systems or service lines do not always surface and typically stay underground.
- 4) Toilets are also a common culprit for small leaks. A toilet flap that is not seated correctly can cause water to constantly seep from the toilet tank to the bowl. Place a few drops of food coloring in the toilet tank. Let it sit for 15 – 20 minutes without flushing, then check the bowl for traces of the food coloring. If the water in the bowl is colored, you have found a leak that can probably be fixed by replacing the toilet flap.

If you have a smart meter, make sure you have an account set up with the *EyeOnWater* website so you can monitor your water use and set up leak alerts. Please note, not all accounts have a smart meter installed yet. To determine if there is a Badger meter installed at the 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.”***

Water Use and 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. Plant investment fees are a one-time charge payable at building permits approval. Once the usage exceeds the annual allotment for that calendar year for the property, an additional charge of \$5.29 per 1,000 gallons used is assessed. This conservation charge will continue to be applied to all water usage until the new water year begins. The water year begins in January and ends in December. 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.

