



elco *NEWS*

Newsletter of the East Larimer County Water District

April 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>

Outdoor Irrigation Tips

ELCO customers are encouraged to conserve water usage whenever possible. Typically, outside irrigation accounts for half of a household's water usage. A few recommended conservation tips include:

- When turning on the irrigation system, check for leaks. The best way to confirm there are no leaks or breaks in the plumbing or sprinkler heads is at the water meter. Most water meters in the District are located in meter pits in the front yard under a metal or composite lid. You will need a pair of pliers or vice grips to remove the lid. Once the lid is removed, you will find the meter. There are several types of meters installed in the District. For older style meters, there is a triangle dial on the top of the meter that, if moving, may indicate a leak in the system. For second generation or smart meters installed, there is a digital indicator on top of the meter that will be moving if there is water flowing. Please refer to the District's website (www.elcower.org) FAQ's for more details on how to find a leak. ELCO's responsibility stops at the meter. Anything downstream of the meter is the customer's responsibility.
- Do not water your yard between 10 a.m. and 6 p.m. when evaporation is generally the highest.
- Do not water your lawn when it's raining or windy out. You can install a rain or wind sensor device to shut-off your irrigation system during these times.
- Manage your irrigation system by adjusting your irrigation schedule based on the time of year and weather.
- If you have a smart meter installed, setup an account to view and monitor your usage. Leak alerts are also available through this system. To know if your account has a smart meter installed, refer to your monthly water bill. A message will be printed to the right of the usage graph stating "**Access to your daily water usage is available at www.elcower.org/eyeonwater**". You can also call the office and they can help you determine if a smart meter has been installed. Not all accounts have smart meters installed at this time. If there is not a smart meter installed, you can still manually read your meter to determine your usage and check for leaks.
- Do not waste water by letting your sprinklers spray concrete sidewalks or driveways or structures.
- Mow your lawn a day or two after you water. A lawn mowed at 3" is more drought tolerant than a lawn mowed at 2". Only remove 1/3rd of the grass blade at a time to help minimize stress.

Cycle Soak Method for Lawn Watering

To get 1-inch of water on your lawn, apply ½- inch in one cycle, let it soak for an hour and then come back and apply the second ½- inch.



printed on recycled paper.

Continued...



Outdoor Irrigation Tips...

- Getting brown spots on your lawn? Cool season grasses such as bluegrass will go dormant when it gets too dry, but will come back when the soil moisture is replenished. If you have tall fescue and your grass becomes mousey brown, it may be dying back and thinning out because it doesn't have a dormancy mechanism and behave like a cool season grass. Try over seeding those dead areas next year to encourage re-growth.

Beacon/Badger Meters – Online Access Available via EyeOnWater Portal

East Larimer County Water District has replaced approximately 95% of the water meters in the District with smart meters. 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.eyewater.com/signup. There is also an 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/eyewater".**

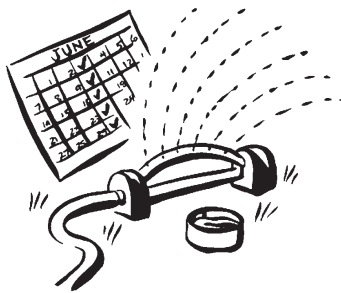
In order to setup an account on EyeOnWater, customers will need their water bill to reference the account number. When entering the account number on the site, omit the hyphen. For example, if the account number is 123567-000, enter the account number online as 123567000. The site will also require the 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/eyewater, where there is a video that may help guide you in setting up your new account as well.

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. For residential accounts, the volume rate before exceeding the allotment is \$4.70 per 1,000 gallons. Once the allotment is exceeded, the volume charge increases to \$9.99 per 1,000 gallons. 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.

Water Quality Report

In accordance with the law, East Larimer County Water District publishes the Annual Water Quality Report (AWQR), also known as the Consumer Confidence Report (CCR) annually. This report provides information about where ELCO's water comes from and 2023 water quality

test results. The most recent can be found on our website at [https://www.elcower.org/under Water Quality or the exact location of https://www.elcower.org/files/0436d8a8e/ELCO-WQr-FINAL.pdf](https://www.elcower.org/under%20Water%20Quality%20or%20the%20exact%20location%20of%20https://www.elcower.org/files/0436d8a8e/ELCO-WQr-FINAL.pdf).

