



2017 WATER QUALITY REPORT

The 2017 Ridgewood Water Quality Report is attached. Our water quality continues to remain within acceptable limits as determined by the State of Colorado and the U.S. Government. Ridgewood’s water comes from two deep rock wells. No surface water is used in the system.

STATE VIOLATIONS RECEIVED & CORRECTED

As reported in the 2017 Water Quality Report, we received 2 violations this past year. Both were minor in nature and have been corrected. Violation #1 - Failure to inform a homeowner of lead results after the required deadline. Violation #2 - Non-Health Bases Equipment Verification (reagent used to check Chlorine residual was expired). The homeowner was notified of the results of the test (but after the required deadline) and new reagent was purchased. Subsequent testing of Ridgewood’s water has not disclosed any further incidents of lead exceeding State and Federal standards. It is believed that the lead incident which resulted in additional State mandated requirements on the District was related to the home’s plumbing system wherein the test was conducted.

HOMEOWNER WATER IMPROVEMENTS

Even though Ridgewood’s water meets State and Federal standards, the quality of its water can be improved by the individual homeowner. The following ideas are recommendations only. Other systems and methods are available for consideration.



- **WHOLE HOUSE SEDIMENT FILTER** (located below meter in photo to left): A budget friendly unit that most homes would benefit from as it physically removes particulates from the water before entering your home’s plumbing. Advantages: Inexpensive and easy to install for those with lots of sand, silt or dirt in their water. Disadvantages: Ineffective in removing chemicals, bad taste, odor or any other contaminants. Requires replace of parts.

“Eventually, all things merge into one, and a river runs through it. The river was cut by the world's great flood and runs over rocks from the basement of time. On some of the rocks are timeless raindrops. Under the rocks are the words, and some of the words are theirs.

I am haunted by waters.”

— Norman Maclean, *A River Runs Through It and Other Stories*



- **WATER SOFTENERS & CONDITIONERS (Softener located in photo):** For those homes with hard water (which Ridgewood has), a salt-based softener can mitigate the effects. However, these systems are limited in that they do not provide any removal or filtration of chemical contaminants. Many people find a water conditioner to be superior to a softener because a conditioner requires no salt, no backwashing, no electricity and no maintenance. Advantages: Both softeners and conditioners are effective in addressing concerns with high levels of water hardness caused by excesses in calcium, magnesium or iron. NO MORE MINERAL BUILD UP ON SINKS, TUBS, SHOWER DOORS, ETC. Disadvantages: Softeners are ineffective in removing chemicals, bad taste or odor. They can contribute to high levels of sodium or potassium to the water (NEW SYSTEMS DO NOT MIX SALT WITH DRINKING WATER). They also require regular maintenance.



➤ **REVERSE OSMOSIS SYTEM:** Reverse osmosis systems purify water through multiple stages usually including sediment filtration, ultraviolet light, deionization and the use of pre- and post-carbon filters in conjunction with the use of a reverse osmosis membrane. Advantages: Effective in removing a wide spectrum of contaminants to produce very pure water. Disadvantages: Very expensive. Takes out valuable minerals. Requires replacement of parts.

“No water, no life. No blue, no green.”
-Sylvia Earle



ARE THE IMPROVEMENTS WORTH IT?

For a two person home, we change our whole house sediment filter twice a year. The filter is “brown” (think chocolate milk color) when we change it (photo of filter was taken prior to changing). A new filter is white. Seeing is believing. The sediment trapped by the filter is not coming into our home. Ridgewood’s water is “very hard.” State and Federal guidelines do not require a water district to “soften” water. Prior to installing our water softener, we struggled with mineral build up in the house on our sinks, etc.. This is no longer an issue since we installed the water softener. We also enjoy the benefits of “soft” water – less detergent, less soap, less shampoo. A recent comparison of the amount of fluoride in the water coming out of our reverse osmosis system to another home with no type of filtration system was conducted. Our home’s fluoride level was determined to be 0.09 mg/L while the unfiltered (of any type) home’s water tested at 3.22 mg/L. As a homeowner, you need to decide if any of these projects are worth the benefits to you and your family.

US MAIL DELAYS AND NEW ELECTRONIC PAYMENT OPTION

As set forth in the District’s Rules and Regulations (2015, Section 24), payment for water and services MUST be received by the 25th of each month. A \$15 late fee is assessed when this does not happen. Several accounts have received late fees in the recent past even though all customers had mailed their payments in a timely manner. Failure by the US Postal Service to deliver the mail in a timely manner does not prevent the \$15 late fee from being assessed. It is strongly recommended to mail payments as soon as you receive your bill due to the issues that the Postal Service seems to be experiencing. The board recently waived all late fees for the month of August due to a rather large number of bills that were late. It was apparent that these bills were late due to the Postal Service. Under normal circumstances, the only way that a late fee can be waived is by the patron appearing at a board meeting and petitioning the board to waive the fee. A majority vote by the board is required to waive a customer’s late fee.

Paying your bill can be made by using the US Postal Service, paying electronically on-line, or paying in person (35 Spruce Circle). It is strongly recommended to call ahead (719-686-8698) to make sure that someone is home to accept the payment. No cash is accepted. The District is not responsible for payments left unattended on the front porch.

The District has closed its Paypal account and no longer accepts payment via Paypal. The District is now using the State of Colorado’s Electronic Bill Pay Portal. Access to this link can be found on the District’s website (www.ridgewoodwater.org) or by the following link: www.ridgewoodwater.org/billpay/. A Colorado State flag is prominently displayed on our page so that customers from other “Ridgewood Water Districts” located outside the State of Colorado won’t be confused. Believe it or not, this has happened in the past.

PLEASE DISCONTINUE SENDING PAYMENTS TO THE RIDGEWOOD WATER DISTRICT’S STREET ADDRESS.

IMPORTANT INFORMATION

1 **BILLING ADDRESS & INFO:**

Please send all payments to PO Box 523, Woodland Park, CO 80866. A late fee of \$15 will be assessed if payment is not *received* by the 25th of each month. (Ridgewood Water District Rules & Regulations, 2015, Section 24)

2 DISTRICT PHONE NUMBER: (719) 687-9718

3 DISTRICT EMAIL: ridgewoodh2o@gmail.com

4 DISTRICT WEBSITE: RidgewoodWater.org

5 DISTRICT BOARD MEETINGS: 2ND Tuesday, 7:00 PM, 35 Spruce Circle (unless otherwise posted).

RIDGEWOOD WATER DISTRICT is pleased to announce that we are now working with the Colorado Statewide Internet Portal Authority (SIPA) on their secured platform to accept customer payments. You can click on the link below to make your payment with a credit card or e-check. Credit cards accepted are American Express, Discover, Mastercard, and Visa. A portal administration fee for credit card payments or electronic check payments will be charged and retained by the Portal, not Ridgewood Water District.

A convenience fee of \$1 will be charged for payments made using an electronic check regardless of the transaction amount.

The convenience fees for credit cards are as follows: the amount of the (payment + \$.75 x 2.25%) + \$.75 (example for a payment of \$10.00): (\$10 + \$.75) x 2.25% = \$10.75 x 2.25% = \$.24 + \$.75=\$.99. Your card would be charged \$10.99 for the transaction.

Please use this link to make a payment:

www.ridgewoodwater.org/billpay/ .

WHERE IS THE CAPITAL IMPROVEMENT MONEY GOING?

The current board (along with previous boards) believes that all capital improvement projects will be initiated once funds are “in hand.” We do not want to borrow funds for any project. Our next major pipe replacement is estimated to cost about \$100,000. It is unknown at this time when that will take place.

Several smaller projects have been completed and/or approved this past year. Complete overhaul (e.g., replacement of piping and pump) of one of our two wells was completed. Our outdated DOS based computer system used for control of water pumping and distribution was replaced. Replacement parts for this system were no longer available. The transmission system for these control commands had previously been replaced/updated under the former board. Installation of electronic components in all well houses to enable the usage of portable generators in the event of a power failure was completed. Installation of an electronic monitoring system on the main distribution line was approved and will be installed by the end of August. Additional monitors will be installed throughout the system so that leaks (or problems) will be identified in a timely manner. Recently, a local water district experienced a water leakage of 5,000 to 10,000 gallons per day. 5,000 gallons is the equivalent of Ridgewood’s daily water consumption. Our District can not sustain a loss like this. The district that experienced this problem went an extended time period prior to locating the leak. To avoid situations like this, the Board (at the recommendation of our water operator) decided to install the electronic monitoring system.

All patrons/customers are invited to attend board meetings for additional information on the usage of District funds and plans. At this time, there is no specific time frame of when the capital improvement assessment fund will be stopped. There are still several sections of the system’s distribution piping that need to be replaced. This is a long-term project. Paying for the projects “when we have the money” to complete them vice obtaining loans and/or raising the MIL LEVY is the most beneficial method in updating our system in regards to our District’s customers/patrons. Raising the MIL LEVY will result in a higher tax bill. Obtaining loans to complete the project all at one time would result in a significant increase in each of our individual monthly water bills.

“Water is life, and clean water means health.”

- Audrey Hepburn



“A woman is like a tea bag – you can’t tell how strong she is until you put her in hot water.”
~Eleanor Roosevelt

ARE GRANTS POSSIBLE FOR DISTRICT PROJECTS AND DIDN'T I READ ABOUT ANOTHER DISTRICT BEING HELPED OUT FINANCIALLY BY THE STATE?

By Ray Parry, Vice-President

In December, 2017, there was an article in the Pikes Peak Courier about the Tranquil Acres Water Supply System obtaining grants and loans to upgrade their system. I was curious about how they did it, and if Ridgewood Water District might be able to do the same, so I met with their project manager, Wayne Owens. In addition to repairs they made with grant and loan money obtained in 2010 from the USDA, they were awarded a \$791K grant from the state in 2015 as a hardship case to install a 100K gallon tank on property they already owned to address their problem with excessive radium from a new well. They also obtained a loan from the National Rural Water Assoc. to upgrade all their household water meters which use cellular signals to send data to a central computer - something we can't do unless every customer has cell coverage at their residence. The Ridgewood Water District made the decision several years ago to not obtain loans because paying back a loan would significantly increase the monthly fees. Instead, we have added an improvement fee which accumulates until enough money is available to upgrade a portion of the system. It's a pay-as-you-go approach which has allowed us to replace 1000' of pipe on Spruce Rd. at the cost of around \$90,000 and make other improvements and repairs. The water district board anticipates being able to replace another similar sized section in the next couple of years. We will keep in touch with the state and other agencies to see what financial help might become available to us.

BOARD MEMBER VACANIES

The Ridgewood Water District is a small government entity (e.g, Small District) within the State of Colorado. The Board and the District are accountable to the State of Colorado. The Board is comprised of seven members – President, Vice-President, Secretary/Treasurer, and four members at large. Currently, there are three vacancies on the board. Due to the difficulties in finding persons to serve as board members and in accordance with State of Colorado law, the board voted to pay board members for their service. The President, Vice-President, and Secretary/Treasurer are paid \$100 per month. The board members at large are paid \$70 per month. A board member must attend the monthly board meeting in order to receive their monthly payment. In the event that the community can't adequately staff the board in the future, the management of the District can be by the State or a private company. Either option will have a significant impact on our water rates.

If you are interested in serving on the board, please contact the District via the District's phone and/or website. A board member will contact you to discuss your interest. Board members can be elected to the board during the normal election cycle, self-appointed to the board during the normal election cycle when no one contests the position, and appointed to the board whenever there is a vacancy.

Special thanks to all former board members who have served the District over the years. Also, a special thank you to recent board members (Kirk Teaney, Judy Teaney, Stephannie Thomas, and John B.) who resigned under honorable conditions for personal reasons. Kirk Teaney recently volunteered his time to paint all of the District's pump houses and storage sheds. Thank you Kirk.

PLEASE BE MINDFUL OF OTHERS

All work on your home water system that might impact the water district's distribution line MUST be coordinated with the District. Last fall, a homeowner impacted several of his/her neighbors when the homeowner had a local plumber winterize their home without coordinating the work with the District. This resulted in air being blown into the main distribution line which negatively impacted several homes in the immediate area. Please be mindful of your neighbors. REMEMBER to coordinate any activities that might have an impact on the system with the District to avoid unfortunate and avoidable incidents in the future.

