



Patrons of the Ridgewood Water District:

As we move into the 2025 calendar year, we wanted to reach out and give our appreciation for the community of Ridgewood. We also wanted to take this opportunity to update everyone on the progress we've made in the district this past year and thank everyone involved, both on and off the board, for their help and dedication to these projects.

Infrastructure improvements:

We are in progress on a current project to re-plumb major components of the water system pump house where aging equipment and piping have been an issue for consistency in the district, including pressure pumps. We now also have an internet connection at the main distribution point which helps us to monitor usage, leaks, and other elements of the system's operation remotely. In the past audible alarms were our only means of detecting an issue early on before reports of service interruptions.

We are also in progress on a project to install automatic propane generators at key locations in the district to maintain power and functionality of those systems in the event of a sustained power outage. In the past, manual generators were available but required that they were physically connected and run. Many of those times, the systems were inaccessible due to road conditions or snow coverage in those locations. The new system will ensure consistent water service to the district, even during prolonged power outages.

Internal improvements:

We have been diligently working to improve documentation of the district, outages, leak history and other key elements that assist in improvement plans for the district, assessing and responding to problems as they arise more effectively, and improving the efficiency of internal operations within the RWD. We have implemented technology assets to centralize document storage and district historical data in a digital fashion. This ensures this data is more readily available and organized for all future Boards and provides continuity with that information as the RWD continues to serve the district. Our accounting system has also been streamlined into a less expensive and more efficient product.

Finally, a text-based notification service has been implemented that allows us to communicate more quickly and efficiently with Patrons in the event of a service outage, planned maintenance, or an issue within the water system. Along with notifications on our website, those of you who have opted into these text notifications will receive a text message notifying you of an outage or issue. If

you are not currently participating in this program and would like to, please send an email to RidgewoodH20@gmail.com for more information.

We would also like to remind Patrons about the State requirements to complete the Patron Line Survey which was mailed earlier this year. Many of these have been returned, but several have not. If you have completed and returned these surveys, Thank You. If not, please return these as soon as possible. If you need another copy of the survey or need assistance completing the survey, please reach out to the board by phone (719-687-9718) or by email: RidgewoodH20@gmail.com and we will be happy to help with the process.

With many new members to the district, we want to make sure everyone has access to any information they may need about the district. Our website (www.RidgewoodWater.org) has many documents available including rate information, water quality reports, meeting minutes, and Rules & Regulations. These documents are updated periodically and should be checked with some frequency for new information about the district.

The Rules & Regulations are particularly important, as they outline certain distinctions of our State regulated Special District from other water communities. We have restrictions such as water usage only being permissible for indoor uses. Activities such as car washing and outside landscape watering are an example of prohibited use. Please familiarize yourself with these Rules & Regulations to avoid violations that you may not be aware of. While our goal is not to police water usage, we are keeping within State compliance, and working to provide safe, reliable, water service for our community and its residence for years to come.

Finally, we would like to reach out to anyone interested in joining the Water Board. We have an upcoming opening and are looking for individuals willing to fill that vacancy. The board has 7 total seats, comprised of volunteer homeowners within the district. Each of these seats are limited to a maximum of two 4-year terms. As current members become term limited, the seats must be filled with new individuals who meet the criteria to serve. Although board positions are voluntary, a \$100.00 dollar stipend is issued to members for each meeting attended.

Serving on the board is truly a community service to our neighborhood, and by maintaining a functioning board of directors, we retain local control of the decisions that impact our community and water service, rather than a State controlled district. This helps reduce overhead and costs, but also ensures decisions for the district are made by individuals within the district.

If you have interest in serving, please contact the Ridgewood Water Board either by phone (719-687-9718) or by email: RidgewoodH20@gmail.com

From all of us in the Ridgewood Water District, we wish you Happy Holidays, and a Happy New Year!