

WATER



UPDATES

We heard you. The city is focusing on improving water taste, odor and hardness as a part of ongoing investment in the water system. Utilities has identified capital investments to improve the source water supply, modernize the water treatment process and address aging infrastructure in the distribution system.

Expect an annual customer survey to begin this fall to provide the city's utilities department with direct feedback as to your opinion of the water taste, odor and hardness as these important projects are implemented.

SEWER



UPDATES

South Platte Renew (SPR), the Englewood/Littleton-owned wastewater treatment plant, is currently working on capital projects to address aging infrastructure and meet upcoming treatment regulations.

Staff recently replaced and rehabilitated valves, vaults, pumps, manholes and other aging equipment to improve resiliency and increase safety at SPR. Also, staff replaced critical electrical switchgear equipment that was installed as part of the facility's original construction in the 1970s that was well beyond its useful life.

STORMWATER



UPDATES

Within the next month, the city will begin the first of three stormwater construction projects in southwest Englewood as part of a two-phase stormwater system improvement plan. These projects are the result of recent studies and analyses to reduce the risk of flooding on private property and improve stormwater capacity. Construction of Phase 1 is slated to take place this summer with Phase 2 to follow later in the year. These improvements were identified as priorities in the city's Stormwater Master Plan.

FREQUENTLY ASKED QUESTIONS

Q: Will the water and sewer rates continue to increase?

A: Yes, as a part of the city utilities' long-term financial plan, modest rate increases are anticipated annually. Both water and sewer rates may increase about 4.5% per year for the next several years.

Q: What does an annual 4.5% sewer rate increase mean?

A: An annual 4.5% sewer rate increase means the average monthly sewer bill will increase by approximately \$1.10.

Q: What does an annual 4.5% water rate increase mean?

A: An annual 4.5% water rate increase means the average monthly water bill will increase by approximately \$1.05.

Q: Will the stormwater rate increase each year?

A: Stormwater rates are scheduled to be increased in 2022 and 2023 to pay for planned storm sewer capital projects and maintenance needs.

Q: Will the monthly Capital Investment fee increase?

A: Yes, the monthly Capital Investment Fee is scheduled to increase by \$1.00 every two years. It will remain at \$15.00 per month for 2022, but it will increase to \$16.00 per month in 2023.



1000 Englewood Pkwy
Englewood, CO 80110



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Background About Increased Rates in 2021

The increase in rates has been implemented in multiple stages in 2021. The first was a \$15 monthly capital investment fee dedicated to funding water system replacements and upgrades. In addition to the capital investment fee, water rates have increased by 4% and sewer rates have increased by 4.5%. We anticipate the average monthly water and sewer bill for 2021 will be \$63.04. The 2021 stormwater fee increased from \$6.71 to \$10.27 a month, making the total average monthly water, sewer, stormwater bill about \$73.31*. These average bills are still significantly lower than our neighboring cities. Predictable annual modest rate increases are part of the implementation of a long-term plan.

*Some residents are billed for additional sanitary district fees which are not included here.

Enroll in Automatic Payments

In April 2021 water, sewer and stormwater bills moved from quarterly to monthly billing. In order to make this transition easier, you can sign up for auto-pay billing at: englewoodco.gov/auto-pay

Customer Assistance Program

The City of Englewood will be implementing a Customer Assistance Program (CAP) for qualifying customers experiencing difficulty paying their utility bill due to financial hardship. This program is being developed in partnership with Arapahoe County. Learn more at: englewoodco.gov/cap

Learn more about the Flow It Forward campaign at: englewoodco.gov/flowitforward
