



Welcome new customers!

The Eagle River Water & Sanitation District is a local government that provides efficient, reliable water and wastewater service to its customers from east Vail to Wolcott. This welcome packet will introduce you to our billing and payment process, show you how to track and manage your water use, and help you find important information related to water use regulations, drinking water quality, rebates, and more.

Important Links and Resources

Outdoor Watering Schedule - <https://www.erwsd.org/water-use-regulations/>

Consumer Confidence Report - <https://www.erwsd.org/your-water/drinking-water-quality/>

Water Use Regulations Brochure - <https://www.erwsd.org/water-use-regulations/>

Available Rebates - <https://www.erwsd.org/resources/free-water-efficiency-devices/>

Outdoor Water Efficiency - <https://www.erwsd.org/resources/outdoor-water-efficiency/>

Payments and Billing

Our bill payment portal is [Paymentus](https://ipn.paymentus.com/cp/erws). To pay a bill or set up automatic payments, visit <https://ipn.paymentus.com/cp/erws>. For questions about Paymentus, see the [Paymentus Users Guide](#).

You can also make a credit card payment anytime by phone using our automated system. Call 970-476-7480 and press '1'.

To make a payment when the office is closed, please use the payment drop box at the Vail office ([846 Forest Road](#)). You may also mail checks to P.O. Box 712245, Denver, CO 80271-2245. Be sure to reference your entire Customer Account number or enclose the remittance slip.

Billing

- Billing is done approximately every 30 days. Each bill is for the 30 days previous.
- Payments are due within 25 days of the billing day. Late charges are assessed at 1% per month.
- Service can be disconnected if payment is not received within two months of the billing due date.
- A \$150 charge will apply to disconnect and \$150 for reconnecting if a field crew member is dispatched due to non-payment.
- For security reasons, we will not initiate a call to you for payment at any time. You can remit payments via our automated phone system, online, send a check with the remittance slip, pay in our office at 846 Forest Rd., Vail, or the drop box at the office. Office hours are 9 AM to 4 PM.
- We understand that customers may encounter financial hardships, if this is the case, please contact us, we are willing to make payment arrangements. Payment arrangements cannot be made after shut-off has occurred.

Monthly Costs

- Your bill consists of a base rate, water usage rate, wastewater service fees, and additional fees and taxes, all of which are clearly detailed on each monthly bill.

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846 Forest Road Vail, Colorado 81657 Tel (970) 476-7480 Fax (970) 476-4089 erwsd.org

- Monthly base rates are assessed based on the type and size of property and ensure service to your home. The residential base rates are based on your home's square footage. The commercial base rates are based on the meter size.
- Sewer and water system impact fees are one-time fees and were paid by the developer or homeowner when the water and wastewater systems were first established in your home.
- Customers are required to report remodels or additions to ERWSD. Additional tap fees may be required and will be determined based on SFE (Single Family Equivalent) increase. A SFE is a used as your billing multiplier (1 SFE = 3,000 ft² dwelling).
- Billing rates vary by service area and are always available on our website at <https://www.erwsd.org/customers/rates/>.

Your Bill

Account No. 555555-55555555
 Bill Number: 1509700
 Bill Date: 04/05/2016
 Regular Bill
 For account information (970) 477-5451
 customerservice@erwsd.org

846 Forest Road • Vail, CO 81657-5704 • www.erwsd.org

Account Information **Balance Due By: 04/22/2016**

Service	Meter No.	Prior Read Date	Prior Read	Current Read Date	Current Read	Days Billed	Usage	Units	SFE
Water	67439060	02/29/2016	240	03/31/2016	245	31	5,000	GAL	1.00

CUSTOMER NAME
123 HAPPY LANE

Usage graph comparing two years – won't populate on bill until you have usage as current owner

Description	Usage	Amount
Previous Activity		
Previous Balance		\$66.15
Payment - Credit Card		-\$66.15
Balance Forward		\$0.00
Water		
UERWA - Water Base Service Rate		\$16.95
UERWA - Water Usage Tier 1	5	\$17.75
Debt Service Bonds		\$3.67
UE Capital Replacement Program Base Rate		\$3.32
Wastewater		
Wastewater - Use Rate		\$25.30
Debt Service Bonds		\$9.26
Total New Water/Sewer Charges:		\$78.25

Total Amount Due: \$78.25

ACCOUNT IS SUBJECT TO A 1% PENALTY CHARGE IF PAYMENT IS NOT RECEIVED WITHIN 25 DAYS OF THE BILLING DATE

Please detach and return this bottom portion with your payment. See reverse side for additional information.

846 Forest Road
Vail, CO 81657-5704

SRW405A
900000505 00.0000.0504 505/1

CUSTOMER NAME
PO BOX 12345
EDWARDS CO 81632-7913

Account Number: 555555-55555555
Address: 123 HAPPY LN

Due Date: 04/22/2016
Total Amount Due **Auto Pay**
Amount Paid _____

Remit to:

EAGLE RIVER WATER & SANITATION DISTRICT
PO BOX 712345
DENVER CO 80271-2245

Bottom part of your bill should be included if you are sending a check.

174334002517300000007825201604224

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Sewer Averaging

For wastewater service, the monthly charge during the winter months (January through April billing periods) is calculated by applying the wastewater usage rate to the amount of water used. The monthly wastewater charge for the remaining eight monthly billing periods of the year is calculated by applying the wastewater usage rate to the average amount of water that was used per month during the winter months. This is done because customers tend to use more water for outdoor purposes during the summer months. Averaging is intended to capture your average impact on the wastewater system.

Sewer averaging example:

Month	Water Usage (in kgal)
January	2
February	6
March	9
Average	6
Sewer Base (min 5 kgal per SFE)	\$ 28.55
Service charge for water use above base	\$ 5.71
Rate for April – December	\$ 34.26

WaterSmart

Want to understand your water use, forecast high bills and receive leak alerts? Sign up for the [WaterSmart](https://erwsd.watersmart.com/index.php/welcome) program, your FREE personalized water efficiency portal where you can track water usage, receive leak alerts, and compare your water use to similar households. Sign up at <https://erwsd.watersmart.com/index.php/welcome> and enter the last 8 digits of the account number with the property zip code.

WaterSmart is not currently available for Minturn customers. Some neighborhoods will not have access to the full WaterSmart functions (such as daily/hourly use) until system upgrades are completed. We anticipate all drinking water customers will have full access by 2023.

Contact Information

The Customer Service department is responsible for delivering quality service in the areas of utility billing and customer support. This includes customer contact (telephone and walk-in), payment processing/cashiering, credit/collections, and billing and tap fee collection.

The Customer Service office at 846 Forest Rd in Vail is open Monday through Friday, 9 a.m. to 4 p.m. You can speak to a Customer Service Specialist by calling 970-477-5451 Monday through Friday, 9 a.m. to 4 p.m., or email customerservice@erwsd.org.