



## SPRING CANYON WATER & SANITATION DISTRICT

### 2025 Rates - Increases in Costs Offset by System Improvements and Operational Efficiencies

Water is our most precious resource and every time you turn on the tap, Spring Canyon Water and Sanitation District customers are met with a clean and reliable source. Our team takes great pride in providing our community with access to this quality and reliable resource and the reliable services of wastewater collection.

While most things in life have gotten more expensive every year, we went the two previous years without a rate increase while absorbing an 8% increase in 2023 and a 5% increase in 2024 from our supplier Fort Collins Loveland Water District (FCLWD). Through a reduction in operating & administrative expenses, mitigation of water loss, improvement of system efficiency, increased interest income and other contributing factors, we deemed it was fiscally possible for our rates to remain the same from 2022 to 2023 and 2023 to 2024 even with inflation, regulatory changes, and increases to our purchased water rates. In 2025, we are receiving a 30% increase to our per thousand-gallon rate purchased from FCLWD and a 20% increase to our base rates per tap from South Fort Collins Sanitation District (SFCSD).

There are many factors that go into setting rates, two of the largest are the Intergovernmental Agreements (IGAs) that the District has with FCLWD and SFCSD, followed by the unique challenges to get services to our region, the District's location, terrain, and infrastructure. Per our IGA, *"the amount FCLWD charges SCWSD per 1,000 Gallons may be adjusted by the same percentage increase to their base rate FCLWD may impose upon residential customers its services outside of the City of Fort Collins for 5/8" and 3/4" services."*

Fort Collins, Loveland, Timnath and Windsor residents who get their water from FCLWD will see a 30% increase to base rates and 30% increases to tiers (or more) based on FCLWD Board approval on November 19, 2024. This 30% increase applies to our IGA.

Additionally, FCLWD residents who reach higher tiers of water use will be hit even harder if they don't find ways to reduce consumption. A new fourth tier for residential customers was also introduced. The cost of water will be five times higher than the next closest tier for extremely high water use that exceeds 50,000 gallons per month.

As SCWSD's tier rates are built on a cost recovery structure for the purchased water from FCLWD, not passing this cost along to our customers is not fiscally responsible as our new costs from FCLWD will exceed the cost we currently charge SCWSD customers. This will have an impact on SCWSD customer bills. Effective January 1, 2025 each thousand gallons consumed will be more expensive by \$1.99. Conversely, in 2025, SCWSD water base rates will decrease \$3.88 per tap/equivalent per month and sewer base rates will decrease \$3.23 per tap/equivalent per month. We have continued to make strides in reducing operating & administrative expenses through employee retention, bringing previously outsourced services back in-house, mitigating water loss, fine tuning our reserve fund policy, mitigating high-cost emergencies, and improving system efficiencies by progressing through our Capital Improvements Plan and completing the most pressing projects. The results from these reduced expenses and increases in efficiency have allowed SCWSD to reduce our base rates for 2025.

As FCLWD rates are built to promote conservation, very high users within SCWSD will see an increase, but the average water consumer in our District can expect a change to their bill from a decrease of approximately 1.5% to an increase of approximately 3%. Sewer only customer bills will decrease by a flat amount of \$3.23 per tap/equivalent per month or 2.3%

### *Board Meeting Information:*

Spring Canyon Water and Sanitation District holds Board Meetings monthly on the fourth Wednesday of the Month at 6:00P.M.

The November meeting is held on the third Wednesday and the December meeting on the first Wednesday. The meetings are held virtually and can be accessed through the link on our Agenda posted 24 hours before the meeting.

### *Upcoming 2025 Board Meetings:*

February 26, 2025  
March 26, 2025  
April 23, 2025  
May 28, 2025  
June 25, 2025  
July 23, 2025  
August 27, 2025  
September 24, 2025  
October 22, 2025  
November 19, 2025  
December 3, 2025

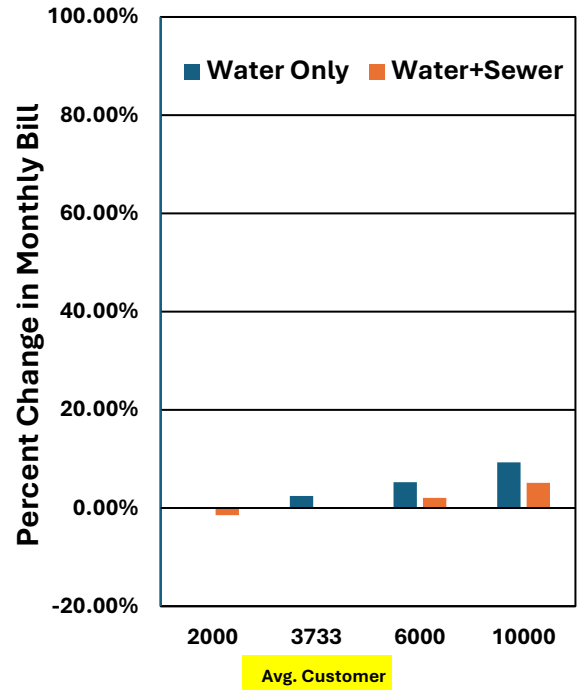
To illustrate what impact the changes in SCWSD 2025 rates will have on customer bills, the following information and graphs provide a look at a few different consumption quantities compared to the average SCWSD user and the % increase or decrease to expect next year as a SCWSD customer of water, sewer or both.

Impact on Monthly SCWSD Customer Bill from 2025 Rate Change				
Water Tiers: +\$1.99/1,000gal Water Base Rate -\$3.88/mo. CIP Surcharge: \$65.00/mo.	Water Only Customers		Overall SCWSD Bill (\$)	Overall SCWSD Bill (%)
	Current Bill	2025 Bill	Increase	Increase
Consumption (Gallons)				
2000	\$135.22	\$135.32	\$0.10	0.07%
<b>Avg. Customer 3733</b>	<b>\$143.16</b>	<b>\$146.64</b>	<b>\$3.48</b>	<b>2.43%</b>
6000	\$153.90	\$161.96	\$8.06	5.24%
10000	\$172.58	\$188.60	\$16.02	9.28%

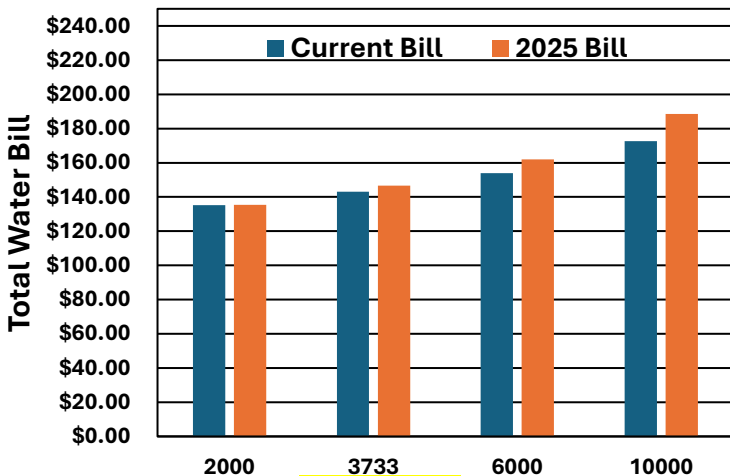
Impact on Monthly SCWSD Customer Bill from 2025 Rate Change				
Water Tiers: +\$1.99/1,000gal Water Base Rate: -\$3.88/mo. Sewer Base Rate: -\$3.23/mo. CIP Surcharge: \$65.00/mo.	Water & Sewer Customers		Overall SCWSD Bill (\$)	Overall SCWSD Bill (%)
	Current Bill	2025 Bill	Increase	Increase
Consumption (Gallons)				
2000	\$213.45	\$210.32	(\$3.13)	-1.47%
<b>Avg. Customer 3733</b>	<b>\$221.39</b>	<b>\$221.64</b>	<b>\$0.25</b>	<b>0.11%</b>
6000	\$232.13	\$236.96	\$4.83	2.08%
10000	\$250.81	\$263.60	\$12.79	5.10%

Impact on Monthly Bill from 2025 Rate Change



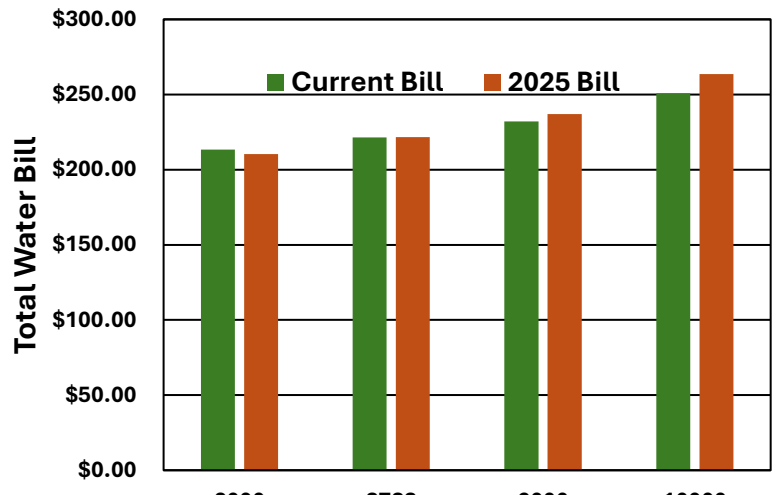
Monthly Water Use (Gallons)

Impact on Monthly Bill from 2025 Rate Change  
Water Only Customers



Monthly Water Use (Gallons)

Impact on Monthly Bill from 2025 Rate Change  
Water and Sewer Customers



Monthly Water Use (Gallons)

## Operation & Maintenance Ongoing Improvements

In 2024 Spring Canyon WSD made great improvements to our maintenance programs to increase efficiency of daily operations and aid in the prevention of future emergencies.

**GIS Mapping and Inspection Updates** – The District mapping system was converted from a soon to be obsolete platform to fully online. We are now able to fully incorporate standard annual maintenance inspections of all types, consolidating many hours of preparation and record keeping. The District developed templates for most of the maintenance programs for mobile access and now has the capability to attach completed inspection reports and photos directly to our maps from the field. All data gathered from these reports is organized instantly in spreadsheets to track items needing action. This decreases the margin of error from manually tracking hundreds of paper inspection templates and dramatically reduces the time it takes to complete the maintenance tasks. This improvement greatly increases our operator’s ability to act on corrections faster and allocate more time to other system improvement needs. Most maintenance programs have been transferred to this new platform, with more additions to come in 2025.

**Meter Pit Inspections** – These inspections which are being conducted annually after the winter, has proven very valuable in assessing the condition of meter pits as well as exposing any issues that may have occurred over the winter in the colder temperatures. We will be out again in our yellow safety vests with the Spring Canyon Logo early Spring for the inspections.

**Water Valve Exercise Program** - During summer 2024, District Operators located and exercised every water valve in the distribution system while also bringing them up to grade for easier access in the future. All seized or otherwise failing valves were marked for repair or replacement, which will allow for less homes shut down or affected if future breaks, repairs, or outages occur.

**Sewer Pipe Jetting and Camera Work** - Near the end of 2024, approximately 20% of our sewer system was jetted (cleaned) and camera footage recorder of the inside of the lines to assess the condition of some of our oldest pipes in the District. Multiple deficiencies we found and corrected before posing greater risk. Preparation for this work included locating all manholes in the areas, digging them up, and bringing them up to grade after many years of being buried. The remainder of the manholes in the District will be brought to grade and fully inspected in 2025 to make sure they remain accessible for future annual cleaning and camera work. We will jet and camera another 20% of the system this year as part of our annual O&M plan. **\* Note\* Please notify us of any road work of any kind in your neighborhood, whether it is paving, grading, or adding new material. This we enable us to contact the contractor performing the work to accommodate the grade with them and ensure they aren’t damaging valves or manholes on accident. It is vital to ensure the water and sewer systems remain accessible and are not re-buried after being brought to grade.**

**Lead & Copper Rule Revisions** – All water Districts in the country were required to meet a very important national deadline in October of 2024. All community water systems were required to document the material and install date of every water service line in their system. This was part of the Lead and Copper Rule Revisions announced a few years ago to locate and identify every lead service line (or galvanized pipe downstream of lead) and establish a plan for replacement. Thankfully, Spring Canyon has extensive records for the period with the highest risks of lead pipe being installed and through record review and physical material verification, our operators were able to guarantee that no lead pipe has ever been installed in our water system. Regardless, we will continue to monitor residential plumbing listed as copper pipe with lead solder as required by the Colorado Department of Public Health and Environment (CDPHE).

Please Visit our Website:

[www.springcanyonwsd.com](http://www.springcanyonwsd.com) for up to date information regarding the District’s CIP and planned projects for 2025 and beyond.

Also on the website, you will soon find information regarding the District’s transition to a new billing software coming **Summer 2025!** allowing for additional methods of payment, autopay, as well as the ability to manage your bill and account through the portal on a new website coming early **Spring 2025!**








**A Friendly Tip From our Operators Regarding Frozen Pipes**

As temperatures drop once again, water pipes may freeze periodically. Frozen pipes can cause costly damage to plumbing inside and outside of homes. The risk of freezing water pipes can be reduced by running a faucet overnight just enough for it to make a very slight constant stream, as moving water is much less likely to freeze. Water line freezing can also be prevented by properly insulating the most vulnerable sections of pipe such as meter pits or crawlspaces. If deciding to insulate the meter pit, place the insulation on top of the pipes instead of below. This is because the air coming from the open ground in the bottom of the meter pit is actually warmer coming from below the frost line. By insulating above the pipes, it will hold that warmer air inside of the pit with the plumbing. Insulating below the pit will block the warmer air from reaching the plumbing and increase the chances of freezing. If a meter pit freezes continuously regardless of insulation, that means that the depth is too shallow, and the meter pit is deficient. At that point, it will need to be re-plumbed in accordance with SCWSD standards. Sewer service lines are less likely to freeze, but it can happen in rare instances. If drains begin to back up during a cold-snap, it is likely that the sewer service line froze near the house or in a crawlspace. Once blockage from freezing occurs and the flow is stopped or slowed down, other build-up can make the clog too severe to simply thaw out, and you may need to consult with a plumber. If you experience any backup in your drains, always call a plumber as soon as possible to make sure the problem does not worsen.

	<b>District Office Hours 2024</b>
<b>Monday:</b>	<b>8:00A.M. to 4:00P.M.</b>
<b>Tuesday:</b>	<b>8:00A.M. to 4:00P.M.*</b>
<b>Wednesday:</b>	<b>8:00A.M. to 4:00P.M.</b>
<b>Thursday:</b>	<b>8:00A.M. to 4:00P.M.*</b>
<b>Friday:</b>	<b>8:00A.M. to 4:00P.M.</b>
<b>Saturday:</b>	<b>Closed</b>
<b>Sunday:</b>	<b>Closed</b>
<b>*Closed to the public</b>	

**Community Reminders**

- Please report water leaks directly to SCWSD @ (970) 226-5605
- A Larimer County Right of Way permit is required when working in the road
- Always call 811 Utility Locates before you dig
- For all emergencies regarding the water or sewer system, please call (970) 413-1845
- Please protect our sewer system infrastructure "[Save Our Pipes, Don't Flush Wipes](#)"
- [System Hydrant Flushing](#) will occur in the Spring