

TODD CREEK VILLAGE

METROPOLITAN DISTRICT

Proud to be your area water provider



You Asked: Understanding Your Water Bill, Part 1

We occasionally receive questions about reading and understanding the water bill, and what the fees cover. While there is information on our website, we thought we'd take this opportunity to get a little more in depth.

Q: What does the Fixed Monthly Charge on my bill cover?

A: The fixed monthly charge is a set monthly fee that applies to all customers and covers costs to maintain the system infrastructure and deliver water to your home.

Q: What is the Reserve Fee on my bill?

A: The Reserve Fee is a fee every customer is charged to fund large infrastructure repairs and updates to the system.

Q: Why are there two Water Usage Fees on my bill?

A: The Potable Water Usage charge covers the water used inside the home or business. Potable water meets all state standards to be consumed by people and animals. Potable water is billed per 1,000 gallons used.

The Non-potable Water Usage charge is for water used outside the home or business. This water is commonly referred to as Irrigation Water. The spigots attached to your home are part of the Potable Water Distribution System, NOT irrigation. All sprinkler systems are connected to the non-potable water distribution system, indicated by purple components and should be marked clearly that it is not intended for drinking. Non-potable water is billed per 1,000 gallons.

Q: How is the cost of my water usage calculated? How could I have used the EXACT same amount of water as a previous month?

A: Todd Creek Village Metropolitan District does not use a tiered system. Instead, we bill for actual usage at the base rate in increments of 1,000 gallons. For example, if your household uses 3,127 gallons of water during December, your December bill will reflect charges based on 3,000 gallons for that billing cycle. The unbilled 127 gallons rolls forward into January's usage total and billing cycle. If, during the January billing cycle, your household uses 3,925, that, combined with the unbilled 127 gallons, would put your total household usage at 4,052 gallons and your January bill will reflect 4,000 gallons usage with the additional 52 gallons rolling forward to the February billing cycle. This is why even very consistent water users will likely see 1-2 months each year with slightly different usage amount.

Q: Is my bill an average or estimate of water usage?

A: No, meter readings occur in the middle of each month and measure your household's actual water usage since the prior month's reading. A yearly Meter Read Calendar can be found on our website. Bills are generated the last day of each month and are due by the 15th day of the following month. Customers can sign up for electronic copies of bills and electronic payments, including AutoPay (no fees when ACH information is used), through our website. Detailed rate and fee information is located on the "Rates & Fees" page on our website, under the "Your Water" menu tab.

Next month we'll take a look at the Conservation Fee that may appear on your bill, what it covers, and how it's figured.

Transparency Notice: Board meetings are held the second Thursday of each month at 2:00 pm via Zoom. The public is always welcome and encouraged to attend.



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