

TODD CREEK VILLAGE

METROPOLITAN DISTRICT

Proud to be your area water provider



Improving the Lines of Communication to Better Serve You!

Our number one goal has always been to provide the best water and service possible to the Todd Creek community. To that end, we are upgrading the way in which we are able to communicate with, and to you. We are excited to announce that we have a new and much improved website.

After receiving feedback from some of you regarding how you would like to hear from us and what information you want access to, we believe this new website is much more streamlined and user-friendly. Along with the new website, we are also implementing a new push notification and emergency alert system. **WHAT TO EXPECT WITH THE NEW SITE:**

- Information is easier to find
- Read PDF documents like Consumer Confidence Reports (CCRs), meeting minutes, financial reports, and more right on the page without having to download them first
- Improved search functionality—all PDF documents are now accessible and readable through the search function
- You tell us how you would like to be notified and which notifications you would like to receive! Opt in for a variety of alerts (emergency notifications, zone maintenance alerts, water tips, etc.) and tell us exactly how and where you want to receive each kind of notification (email, text, automated phone call), and you can also add additional phone numbers and email addresses
- In the event of an emergency, a status update is immediately posted to our site right on the home page

WHAT WE NEED FROM YOU: The first time you visit our new site (ToddCreekVillage.org) you will be prompted to opt in to the new communication system. This prompt is queued by the IP address. Each time you visit the site from a different IP address for the first time, you will receive the opt-in prompt. The prompt is set this way because it's extremely important that we are able to quickly and efficiently contact at least one member of each household in the event of an emergency situation. As we have mentioned in the past, the reverse 911 system is not sufficient since so many of our customers no longer have land lines. As a result of this, ***it is necessary for you to subscribe to receive notifications as federal regulations restrict us from utilizing our customer payment database information for push notifications, even in the event of an emergency.***

Additionally, as we continuously strive to improve how we serve you, we encourage any interested residents to join our Citizen's Advisory Committee because direct customer insight helps us better understand the needs and concerns of our customers and what we can do to address concerns and meet those needs.

TRANSPARENCY NOTICE: *Board Meetings are held every 2nd Thursday at 2:00 pm at the Todd Creek Golf Club, 8455 Heritage Dr, Thornton, CO 80602. The public is always welcome.*



TODD CREEK
METROPOLITAN DISTRICT
VILLAGE

10450 E. 159th Ct. • Brighton, CO 80602
303-637-0344 • ToddCreekVillage.org

