

TODD CREEK VILLAGE

METROPOLITAN DISTRICT

TODD CREEK
VILLAGE

Proud to be your area water provider

Communication Takes Two

Providing the best water service possible to the Todd Creek community is always our top priority. To that end, we would like to remind residents that we have a notification system for emergency or maintenance operation that directly affects your address. The notification system only works if you let us know how you would like to be notified! Since our website launched in 2020, we've had a fairly good response from homeowners opting in to the emergency notification system, but there are still a lot of homeowners who have not yet subscribed to the system.

As we have mentioned in the past, *the reverse 911 system is not a viable option for emergency notifications* since fewer and fewer of our customers have land lines. Additionally, *federal regulations restrict us from utilizing our customer payment database information for outreach, EVEN IN THE EVENT OF AN EMERGENCY*. As a result, *it IS necessary for you to subscribe via our website (ToddCreekVillage.org) or by calling the office so we are able to quickly notify you of any emergency or operations situation which might affect you.*

WHAT WE NEED FROM YOU: The first time you visit our site (ToddCreekVillage.org) you will be prompted to opt in to the new communication system. This prompt is queued by the IP address you are using to visit the site, so it's best to do it from your own network. Each time you visit the site for the first time from a different IP address, 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. Note that you also have the option to "opt-out" of notifications, but that means that you will not receive any communication from us if an emergency does occur.

If you haven't yet visited since we launched the new site, here is what has changed/improved:

- ◆ 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 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! You can opt in for a variety of alerts (emergency notifications, zone maintenance alerts, water tips) and tell us exactly how and where you want to receive each kind of notification (email, text, or automated phone call). You can also add additional phone numbers and email addresses, so other members of your household can also receive the notifications they want.
- ◆ In the event of an emergency, a status update is immediately posted to our site right on the home page.
- ◆ You'll also see meeting notices and other time-sensitive information right on the home page.

For information about your water quality and much more, be sure to check the FAQ section of our website.

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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