



FOUNTAIN UTILITIES

Monthly Customer Newsletter



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September 2016

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The Future of Fountain's Water

As your local public-owned utility, we share the concerns of our community regarding water quality. We sincerely thank our customers for partnering with us to reduce water consumption over the last two months. With your help, we lifted Stage III Mandatory Water Restrictions on August 18, 2016. The restrictions were enacted on June 24, 2016 in an effort to reduce water-use during peak summer months, allowing us to provide 100% surface water and avoid the use of groundwater wells.

As we continue to address water contamination, we are not alone in finding solutions. We have a strong partnership with the Environmental Protection Agency, State and County Health Departments, the United States Air Force and neighboring water utilities. We have begun making necessary changes to our water distribution system which will increase the amount of delivered surface water from Pueblo Reservoir. The U.S. Air Force and Army Corps of Engineers have also offered assistance which will focus on treating a portion of our groundwater.

We are testing several treatment options related to the contamination to find a long-term solution. Our current plan is to have a permanent treatment solution developed and in place by the summer of 2018. At this point, we are unsure if mandatory water restrictions will be needed next year.

We will continue to keep our community informed of the progress regarding water treatment and supply. We encourage our customers to follow us on Facebook at www.Facebook.com/FountainUtilities and routinely visit our website for updates related to your utility service.

Again, thank you for partnering with us this summer to manage water usage.

Curtis Mitchell, Utilities Director

Fountain Faces

Dennis Zona



This month's featured employee may look familiar to some. Dennis Zona has worked for the City of Fountain for over 38 years, with 30 of those years served at the Electric Department.

As a Meter Technician, Dennis provides direct support to customers. One of his main roles is to install residential and commercial electric meters, as well as troubleshoot meter concerns and power quality. Using portable testing equipment, he often meets with customers at their home to test meter accuracy and assist with other areas of concern as it relates to their electric utility service.

Additionally, Dennis uses infrared thermography and power quality monitoring tools to perform preventative maintenance on the electric system. He identifies equipment that needs repair or replacement which results in preventing power outages and maintaining quality of service to our customers. Please join us in thanking Dennis for his many years of service with Fountain Utilities.

Congratulations to our Summer Sizzle Conservation Trivia winners! We finished our social media campaign last month with 82 contest winners. Prizes included Green House Eco-Kits, rain gauges, water-efficient spray nozzles and a Tower of Lights, consisting of energy-efficient bulbs. Follow us on Facebook for the latest conservation tips and program offerings!



News & Notices

The Customer Service Center will be closed:

- ◇ Monday, September 5th - All Day (Labor Day)
- ◇ Thursday, September 22nd from 8:00am-10:00am
- ◇ Thursday, October 27th from 8:00am-10:00am

Follow us on Facebook for the latest news and updates regarding your utility service! Facebook.com/FountainUtilities

Connect to Conservation

Making small changes in your home can have a big impact on your water bill. Here are a few tips to help you get started:

- **Go Retro** – retrofit bathroom faucets with 1 gallon per minute faucet aerators.
- **Defrost in the Fridge** – Save 50 to 150 gallons per month by avoiding running water to defrost food.
- **Pack your Washers** – Operate dish and clothes washers only when they are fully loaded.
- **Don't be a shower hog** – Shortening a shower can save hundreds of gallons a month.
- **Avoid Drips** – Replace washers in dripping faucets. One drop per second wastes 2,700 gallons of water per year.
- **Test the Toilet**—A toilet leak is one of the largest contributors to indoor water-waste. Test your toilets by placing several drops of food coloring in the tank. Wait 10-15 minutes and check the bowl. No color - no leak!



Project Updates

Southwest Tank Project

The Fountain Water Department will complete upgrades to the Southwest Tank this month. The inlet valve, which is a mechanical device that controls the flow of water, will be upgraded from a 6-inch valve to an 8-inch valve. This improvement will increase flows of water from Pueblo Reservoir, allowing Fountain Utilities to utilize more surface water during periods of high water usage.



Tap Saddle Replacement Project

Southeastern areas of Fountain have a unique soil condition that is very corrosive to steel and iron. As such, every year the Water Department proactively replaces tap saddles, which connect customer water lines to water mains, with corrosion-resistant parts.



Crews will replace a 36 tap saddles located on Rancher Drive and Falling Star Road this fall. Customers in these areas will be provided notice as they will experience brief water outages during operations.

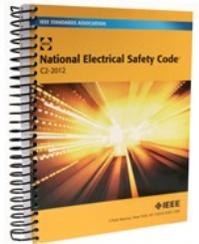
Keeping Our Customers Safe

At Fountain Utilities, our top priority is the safety of our customers. We follow the National Electric Safety Code (NESC), which is regulated by the Institute of Electrical and Electronics Engineers (IEEE). IEEE is the world's largest technical professional organization that nurtures, develops and advances global technologies for the benefit of humanity. Each year, inspections are conducted to ensure that safety is maintained and our equipment is in compliance with NESC standards.

What is NESC and what does it mean to you?

NESC covers basic provisions for safeguarding our customers from hazards arising from the installation, operation or maintenance of overhead and underground electric supply and communication lines. NESC keeps us safe from any electrical hazards that may be encountered in our day-to-day lives.

This is especially important when remodeling, upgrading, or changing the house exterior. We may forget to consider that some of the components that used to be safe prior to the completion of our new project may become quite dangerous when we are finished. One of those components is an electrical service connection to our property. Below are the current clearance standards to keep you and your family safe:



Buildings (horizontal clearance)

- 4'6" - 7'6" to walls and projections, unguarded windows, balconies and other areas accessible to pedestrians.

Buildings (vertical clearance)

- 3' - 12' - Over and under roofs or projections not accessible to pedestrians
- 12' - Over or under balconies and roofs accessible to pedestrians
- 16'5" - Over roofs accessible to vehicles

If you plan to remodel or add structures to your property, please contact our Electric Department at (719) 322-2092 for information regarding safety clearance standards.