



City of Fountain

Your Community Owned Electric and Water Systems

FountainUtilities.org | 719-322-2010



Winter Watering

While it's still too early to energize your sprinkler system, watering during late winter and early spring is vital to the health of your landscape! Hand watering lawns, trees, and shrubs can be key to a healthy and lush yard come spring time. We recommend watering one to two times a month if it has been at least two weeks without significant snowfall. Your landscape will absorb water best at mid-day when the weather is warmest. Be sure to pick days when temperatures exceed at least 40 degrees F.

Water Master Plan

The City of Fountain is in the early stages of updating its Water Master Plan. This document is a collaborative effort that includes a comprehensive assessment of supply, treatment, storage, demand, distribution and maintenance of our system. Through this evaluation we will identify and prioritize critical needs and determine how we may proactively address these needs. This plan will paint a clear picture of how we will continue to provide our customers with high quality, reliable and cost effective water service as efficiently as possible as our community continues to grow. We look forward to gathering public feedback as we go through this endeavor.

New Jimmy Camp Creek Substation Update

Preparation for the new Jimmy Camp Creek substation project began in 2019 with modifications to the North Fountain substation. The modifications at North Fountain substation were the first step needed to build an underground electric transmission line along C&S Road east to the Jimmy Camp Creek substation site. The conduits for the underground transmission line have been put in place and the lines will be added this spring. Grading and site preparation for the new substation near the intersection of C&S Road and Link Road began in December 2020. Construction of the substation and installation of the substation equipment is scheduled to begin in February. The construction is scheduled to be completed and the substation put into service this summer. When completed, the new substation will add reliability to the City's electric system and improve the power quality that is delivered to our customers.

Substation groundbreaking.



Tree trimming underway

UtiliNews

MARCH 2021

Substation Update
COVID-19 & Customer Safety
811 - Call Before You Dig
Spring into Line Clearance

Spring into Line Clearance

This spring, customers in the south west area of our system, (specifically east of I-25, north of Fountain Sanitation, east of the railroad tracks and south of Lyckman Drive) can expect to see line clearance operations. These operations consist of clearing tree limbs and vegetation away from primary overhead lines (Pole to Pole) and will be completed by a contractor under a services agreement. As a customer you can expect a door hanger notifying you of the need to access your yard a minimum of 24 hours in advance. This will enable you to make plans to have your gate unlocked, your children informed or keep any pets inside for their safety and the safety of our contractor. Tree limbs and vegetation that are on secondary service (from pole to house) will remain the responsibility of the homeowner. If you are going to clear vegetation around your service line, please contact us at 719-322-2092 to schedule an appointment to drop your secondary line (FREE of charge). Line drops are done Monday-Friday between 8:00 A.M. and 2:30 P.M. with at least one day advance notice. The line clearance program reduces the likelihood of an outage during extreme weather events, prevents safety hazards and improves the overall performance of the electric system. We appreciate your cooperation and look forward to hearing from you if you have any questions at 719-322-2092.

Call Before You Dig!

It's Fast, FREE, and Easy!



Know what's below.
Call before you dig.



Calling 811 before you dig is imperative no matter how deep your project may be. It's important to remember that the depth of utility lines can vary for a number of reasons; such as erosion, previous digging projects and uneven surfaces. Utility lines need to be properly marked even when digging only a few inches, so you know what's below and don't risk striking an underground utility line that could result in costly repairs or worse, an injury or even a fatality! Be safe and always call before you dig or visit colorado811.org

Save Water AND Money this Spring!



Grass to Garden

The City of Fountain has partnered with Resource Central to offer an easy and affordable way to switch out your thirsty grass for a beautiful, drought-tolerant garden. Apply to the Grass to Garden Program and we'll help remove up to 500 sq. ft. of healthy grass, and deliver a predesigned garden box with over 50 low water starter plants. Participants will also receive a drip irrigation retrofit kit and personalized landscape advice to guide you through your project



We'll remove a portion of your lawn for as little as \$1/sq. ft.



You replace it with a FREE Garden In A Box

Appointments will be scheduled May 24-27 and space is limited. To apply, visit ResourceCentral.org/fountain or call (303) 999 - 3820 ext. 221 to learn more.

Waterwise Seminars

Each year we partner with El Paso County Colorado State University Extension Office to offer you a series of classes that explore how you can transform your outdoor space into beautiful, low water, and resilient landscapes. The first two classes of our four part series are below.

Using Trees and Shrubs for a Sustainable Landscape

Saturday, April 17; 9:30 – 11:00 a.m.

Trees and shrubs provide many benefits to a landscape. The extra shade can keep your home, garden, and low lying plants cool during those hot and dry summer days. Woody plants use less water than turf, and provide structure to your design. They also offer habitat and food for wildlife.

FireWise Landscaping

Saturday, May 15; 9:30 – 11:00 a.m.

As Colorado grows hotter and drier, fires are becoming bigger and more frequent. Even if you don't live in a forest, fires can affect you. This class will cover how wise choices about landscaping, including hardscaping, can make houses much more resilient in the face of fire. FireWise landscapes can be beautiful and provide habitat.

Visit FountainUtilities.org or call (719) 322-2029 to secure your spot in our free virtual classes.



Wastewater Charge Calculations

In March of each year the City of Fountain calculates wastewater charges for City of Fountain water customers that are also Fountain Sanitation District and Widefield Water Sanitation District wastewater customers. We calculate the average water usage based on each customer's actual consumption for the December, January and February billing periods, which are normally the lowest water usage months. This approach is called winter averaging. The wastewater rate charged by your wastewater service provider is multiplied by your winter average to determine your wastewater charge for the next 12 months. The new wastewater charge is applied beginning with your March City of Fountain utilities bill. If you had a water leak during these months and the leak has been fixed, please contact us so we can look at the usage and recalculate the wastewater charge on your bill. If this applies to you, please contact us no later than May 31, 2021; at 719-322-2010.



COVID-19 UPDATE

We're taking precautions to keep our staff and customers safe, including disinfecting surfaces, maintaining social distance, mask-wearing, and encouraging contact-less service.



Third Party Notifications

We offer a third party notification option for property owners and property managers who lease property in the City of Fountain service area. This form must be signed by the tenant/account holder (or his/her legal representative) AND by the third party to be notified. Completion of this form will authorize City of Fountain to send any and all collection-related correspondence and notifications, including but not limited to duplicate notice of discontinuance and/or applicable collection letters, to the named third party. Completion of this form will also authorize City of Fountain to process your third-party request and to advise the third party whether or not the utility services are on or off at the subject premise(s), when requested.



Utilities Emergency Number

Did you know we are here for you 24/7/365? If you have an electric or water emergency outside our normal business hours (7AM-5PM), please call 719-322-2010 emergency calls are answered by a contracted call center that notifies COF on-call personnel