

## Budget Bill

### Everyone loves to budget

The City of Fountain offers a Budget Bill Plan to residential account holders, which allows you to pay a set monthly amount, based on your prior annual usage. To calculate your monthly payment, we will average your prior year's billing, add 5% (for changes in use, weather variations, or changes in rates), and the number you are left with is what you will pay for the next 11 months. In the 12th month, or the "true-up" month (always April), your account will be reconciled to compare actual usage against what you have paid over the year, and you will be responsible for any difference between what was PAID, and what was USED. Ideally, this will be very close to a wash!

- Pros of Budget Billing:
  - Easily budget 11 months' worth of utility bills.
  - No steep increase during the summer and winter.
  - You could see a credit or refund in your true-up month if you've consumed less than you have paid for.
- To be eligible, you must:
  - Have at least 12 months billing history with the City of Fountain Utilities.
  - Have an account in good standing, with no termination notices and/or disconnection of services within the prior 12 month period.
  - Be set up for automatic ACH payments \*\*This may be set up at the time of enrollment\*\*
- You can sign up with us at any time by calling Customer Service at 719-322-2010, or emailing [customerservice@fountaincolorado.org](mailto:customerservice@fountaincolorado.org)

### Governer's Orders Expire

As of May 1st, 2021, City of Fountain will resume assessing late fees (\$10.00) and reconnect fees (\$40.00 during normal business hours and \$95.00 for an after-hours reconnection). This is due to the Governor's Executive Order D 2021 074 NOT being extended.

Energy Outreach Colorado (EOC) provides utility payment assistance to individuals and families throughout our community who are experiencing a financial emergency, regardless of income.

EOC (Energy Outreach Colorado), a federally funded assistance program, provides utility payment assistance to residents throughout our community, and as it's a federal program, local agencies such as Salvation Army, Discover Goodwill, Mercy's Gate and Homefront Cares all participate. Due to the pandemic, additional funds have been allocated to this program by the federal government to ensure as many qualifying Fountain households as possible can benefit in getting the appropriate assistance with their utility bills.

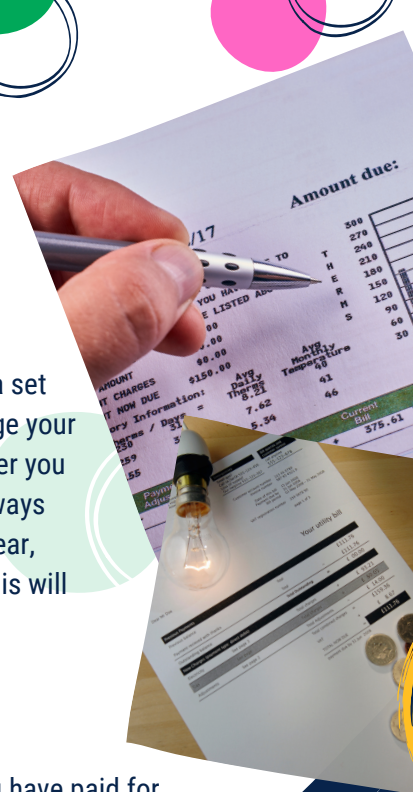
### EOC Agencies:

Discover Goodwill (719) 635-4483

Mercy's Gate (719) 277-7470

Salvation Army of Fountain Valley (719) 382-1182

Home Front Cares (719) 434-1501 or (719) 210-5398  
Pikes Peak military district only-military families only



# City of Fountain

## Your Community Owned Electric and Water Systems

[FountainUtilities.org](http://FountainUtilities.org) | 719-322-2010



### Letter from Dan Blankenship

Extreme Weather and Your Utilities

After witnessing the aftermath of the extreme winter storm and the record low temperatures that hit the mid-west, Texas, and the southeast in February, there have been a lot of questions about the utility outages that occurred and if something similar could happen here in Fountain.

Although anything is possible, the impacts from the storm to the utility systems that occurred in places like Texas are far less likely to happen in our region. While we are not bulletproof, we are in a better position than many.

We have endured extreme weather events much better than our neighbors and based on my assessment of our situation, we are very well situated to continue to fare well when faced with the fury of nature or a potentially destructive man-made event. As a municipal utility, the City of Fountain's Utilities Department is here to serve you as our customer and with every action and decision that is made, we always do what is in the best interests of our customers as a whole. If you ever have any questions or concerns about your electric or water service provided by the City of Fountain, please do not hesitate to contact our customer service group at 719-322-2010. If you are interested in learning more about the Utilities Department and how we provide service, you are welcome to contact me at my direct number 719-246-5433. Thank you for your confidence and support!

To read Dan's full letter to our community please visit: [www.fountaincolorado.org/ALetterFromUtilitiesDirector](http://www.fountaincolorado.org/ALetterFromUtilitiesDirector)

### UtiliNews

JUNE 2021

Note from Dan  
Movie Night in the Park  
Solar Information  
Water Conservation  
Budget Billing

## Emergencies happen to everyone.

We can help Lighten the Load.



Movie Night in the Park  
is BACK!

The City's Recreation Department hosts another summer of family-friendly movies at Metcalfe Park!

Visit [FountainColorado.org](http://FountainColorado.org) or follow us on Facebook for movies and dates!

## Misleading Solar Information

City of Fountain has been informed there are several solar power companies within our community that are providing information to our customers that is misleading and is not accurate.

**We ask residents and businesses to be vigilant and take precautions when contacted by solar power companies requesting access to your property and incoming electric utility lines. Please be aware:**

- The City of Fountain is not promoting or requiring the installation of solar power and you will not be approached by a City of Fountain employee soliciting installation of a solar power system to your property.
- Installing individual solar power systems is not a City initiative and is the sole decision of the property owner.
- Access to, or work on the electric meter and the incoming service line must be performed by a City of Fountain Utilities Department employee. Should anyone other than a City of Fountain Utilities Department employee cut the meter seal and/or remove the electric meter or cut the incoming service lines, a tampering fee will be assessed in the amount of \$500.
- Should you (the property owner) decide to add a new solar power system or upgrade an existing system; the solar contractor is required to contact the Electric Department at 719-322-2092 to ensure compliance with all City of Fountain rules and regulations. Contacting the City of Fountain will help you to avoid tampering charges and prevent potential safety hazards. All electrical work performed within the City of Fountain Electric service territory requires a Pikes Peak Regional Building Department permit and inspections must be completed prior to the restoration of your electric service.
- Obtaining your past electric usage information requires the customer whose name is on the utility account to contact the City of Fountain Utilities Customer Service. Customer data will only be provided to the customer.
- If someone comes to your door and identifies themselves as a utility worker, always ask for a photo ID before allowing any utility worker into your home or business. All City of Fountain staff carries City-issued identification.
- If you have any doubts or questions about someone selling solar power systems, please contact The City of Fountain Utilities at 719-322-2010.

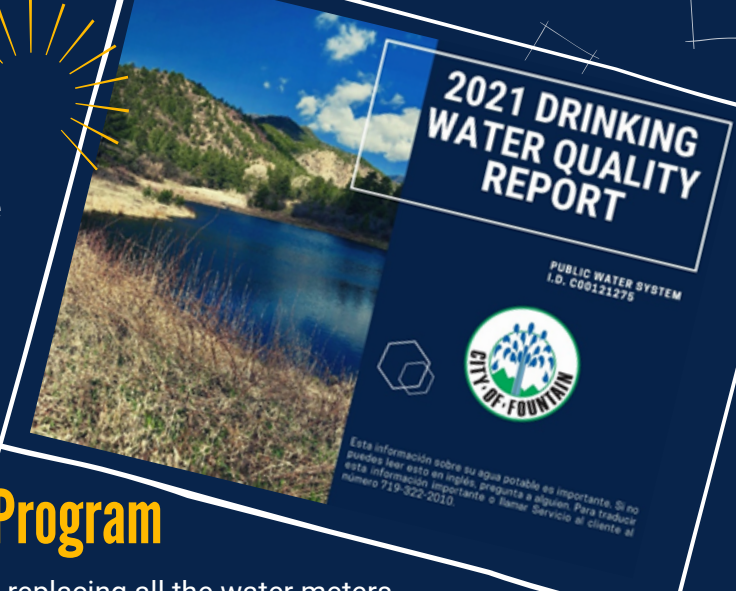


## Stay Safe - Call 811 Before Digging!

A free phone call to 811 connects homeowners and contractors with their local one-call center, which notifies the appropriate utility companies of their intent to dig. Don't have time to make a call? Then visit them at [colorado811.org](http://colorado811.org) to request your locate ticket online! It's fast, FREE, easy, and keeps you safe! Once you've made your request, professional locators are then sent to the requested dig site to mark the approximate locations of underground lines with paint, flags, whiskers, or all three. Each utility has its own locator, so be sure to wait 3 business days before you begin your project!

## Consumer Confidence Report

Every year, we publish our water quality test results so that you know your water is safe! The water quality report is comprised of water samples and their correlating results obtained during 2020. Check it out now by going to [www.fountaincolorado.org/WaterQuality](http://www.fountaincolorado.org/WaterQuality).



## Water Meter Change Out Program

City of Fountain is in the process of replacing all the water meters in our territory, we have currently changed over half of the meters. We will continue this project until all have been replaced. For more information please visit: [www.fountaincolorado.org/WaterMeterChangeOutProgram](http://www.fountaincolorado.org/WaterMeterChangeOutProgram)



## June

marks the beginning of summertime in Colorado! That means temperatures rise, precipitation drops and soil moisture decreases. Here are some tips to help you keep your landscape healthy and resilient during this hot and dry time of year.

## It doesn't have to take a lot of blue to stay green

**Don't run off:** Only apply as much water as the soil can absorb. Use the Cycle and Soak method to break watering times into three short cycles, allowing 30 minutes of soak time in-between.

**Timing is everything:** Water during the cooler hours, before 10 a.m., and after 6 p.m. to reduce water lost to evaporation.

**Spread out watering days:** Limit outdoor watering to three days per week. The break between watering events will promote deep root growth and improve resiliency during prolonged dry periods.

**Aerate:** The soil in our lawns compact over time, making it difficult for water to penetrate the surface. Aerate 1 to 2 times a year to open up the soil to absorb more moisture.

**Raise your blade:** Keep grass at least three inches high to encourage deeper roots and better moisture retention.

**Mulch much?** Apply mulch around trees and shrubs to retain moisture in the soil. Mulching helps control weeds that compete with plants for water.

**Check for leaks:** Check your sprinkler system for leaks and broken/misdirected sprinkler heads by walking your yard and watching your system run.

**Install smart sprinklers:** Use efficient technology like drip irrigation, rotary nozzles, and smart irrigation controllers.

**Pssstt, we have a rebate for smart irrigation controllers! Visit [FountainUtilities.org](http://FountainUtilities.org) for more information.**

