

Emergencies happen to everyone.

We can help Lighten the Load.

Lighten the Load and Energy Outreach Colorado (EOC) provides utilities 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 bill.

EOC Agencies:

Discover Goodwill (719) 635-4482

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



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 utility 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, 2022; at 719-322-2010.



City of Fountain

Your Community Owned Electric and Water Systems

FountainUtilities.org | 719-322-2010

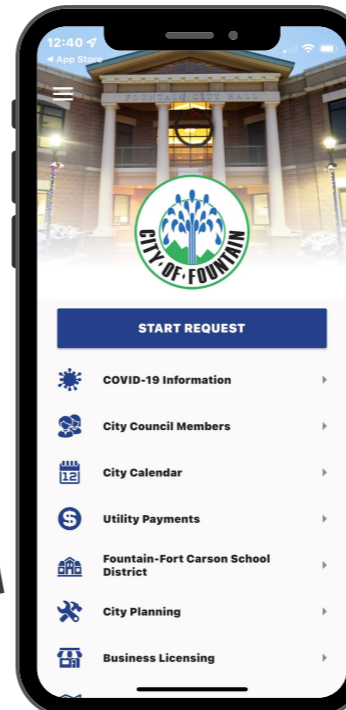


Introducing the MyFountain App!

The City of Fountain is excited to share the launch of our new app: **MyFountain CO**

The MyFountain CO app is the latest effort to get our community connected to the city. On the app, you can pay your utility bills, connect with City Council members, make park reservations, and more!

Fountain community members can also find out more about the city's recreation programs, like youth soccer, baseball, and flag football. In the app, you can register kids for programs and check out important dates for upcoming events. This year, Fountain is looking forward to re-launching Movie Night in the Park. That community event kicks off just as summer does on June 18th.



In the MyFountain CO app, you're also able to find Streets information, such as snow removal and snowplow routes. There are plenty of programs available to help residents access unique opportunities put together by our Conservation and Sustainability Department. We hope you'll take advantage of our Slow the Flow program, which applications are already open for!

Check out the MyFountain CO app and bring the City of Fountain right to your fingertips. It's available for Android and Apple iOS in the app store, or visit www.fountaincolorado.org, and click on "MyFountain."

MARCH

UTILINEWS 2022

- My Fountain App
- Line Clearance
- Water Leaks
- Water Response
- Lighten the Load
- Wastewater

Download your **MyFountain CO, App**

TODAY!



We'll go out on a limb for you! Let the Line Clearance Begin!

On behalf of Fountain's Electric Operations, Quality Tree Service will begin clearing overgrown trees and shrubs surrounding electric power lines and infrastructure this spring and fall. Crews will focus on areas located south of Fontaine Boulevard, and northwest of Highway 16 and Highway 85. If crews require access to your property, you can expect to receive a door notification at least 24-hours in advance. Trimming is expected to last several months.



Leaks can run, but they can't hide

Occurring every third week in March, Fix a Leak Week is an annual reminder to check household plumbing fixtures for leaks.

Keep your home leak-free by repairing dripping faucets, toilet flappers, and showerheads. In most cases, fixture replacement parts don't require a major investment. Think you might have a leak? Check your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, you probably have a leak. Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary. If you are replacing a faucet, look for the WaterSense label. This label identifies water-efficient products.

You can also stop by our Customer Service Center located at 101 N. Main Street to pick up a free leaky toilet test, exchange your old showerhead for a WaterSense certified model, and grab a rebate application. We offer rebates for high-efficiency dishwashers, clothes washers, refrigerators, and smart irrigation controllers. Small upgrades can mean BIG savings!

Keep an eye on FountainColorado.org for water and energy-saving programs.



Be a **Leak Detective** for **Fix a Leak Week**



Call Before You Dig! Stay Safe + Plan Ahead

Whether you're transforming your landscape, building a deck, or repairing your fence, remember to dial 811 before you dig! When dialing 811, homeowners and contractors are connected to a national hotline that notifies local utilities of your intent to dig. Professional utility line locators are sent to your property within 2-3 business days to mark the approximate location of underground utility lines for free.

Striking a utility line can cause injury, damage to utility infrastructure, and may even result in fines and inconvenient outages. Every digging project requires a call to 811!

Fountain City Council Adopts the Water Scarcity Response Plan

In October 2021, The City of Fountain Water Master Plan was adopted by City Council. This strategic road map outlined many initiatives, one of which included a recommendation to create a Water Scarcity Response Plan (WSRP). Approved in January, the WSRP is an action plan to be utilized during times of drought or other water shortage-related events. This plan establishes criteria for determining the severity of water scarcity-related events and the appropriate action to be taken in order to maintain an efficient water supply.

The severity of events is determined based on raw water storage levels, treated water storage levels, water demand, and the forecasted length of the situation. As stages progress, so do the required water-saving actions that will aid in demand reduction. The inclining measures taken as higher stages are triggered, will lessen adverse effects to the local economy, environment, public health and safety, and lifestyles during these events. The City will continue to be proactive in its preparedness for the future and looks forward to fulfilling more recommendations outlined in the Water Master Plan.

Water Meter Change Out Program

We are in the process of replacing all the water meters in our territory, we have currently changed 70% of these meters. We will continue this project until all 8,727 have been replaced. For more information please visit: www.fountaincolorado.org/WaterMeterChangeOutProgram

