



Fountain Utilities
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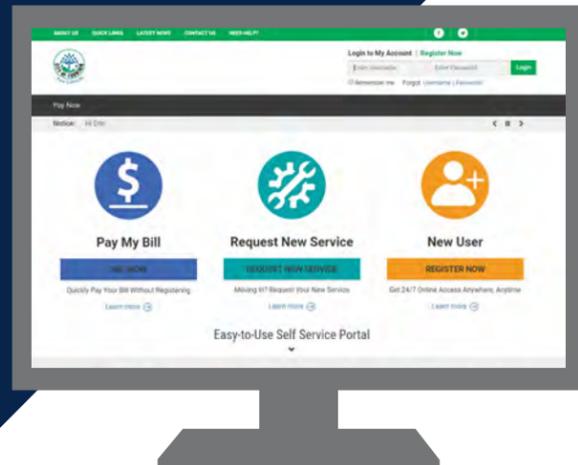
Register Your Customer Connect Account Today!

With the Fountain Utilities new *Customer Connect* platform, you can manage your utility account online, anytime! The new account management system allows you to:

- View & Pay Your Bill
- Sign-up for Electronic Billing
- Schedule Automatic Payments
- View Your Usage In Detail
- Make Online Service Requests

Register Today!

To register your new account or make a payment, visit FountainUtilities.org and reference the Account Number and Customer Number located on your bill.



Fountain Utilities

Your Hometown Utility

FountainUtilities.org | 719-322-2010



Save Up To 20% on Your Energy Bill

Fountain Utilities, in partnership with the Arbor Day Foundation's Energy-Saving Trees program, is offering a limited number of free trees to customers beginning April 1, 2019.

The Energy-Saving Trees program conserves energy and reduces household electricity bills through strategic tree planting. By planting just one tree in the right place, you can increase your home's energy-efficiency for decades to come and reduce your energy consumption by up to 20% each year.

The benefits don't stop with energy-efficiency. Trees offer a variety of benefits for communities and the environment. By absorbing carbon dioxide, trees filter airborne pollution, reducing the conditions that cause asthma. Trees can also improve water quality by reducing stormwater runoff and keep chemicals, oil, and other pollutants out of water supplies.

Reserve Your Tree

Starting April 1st, you can reserve your free tree by visiting arborday.org/fountainutilities. An online tool will help you determine the best location in your yard to plant your tree and estimate its annual energy savings.

The program will be available to Fountain Utilities customers until all available trees are reserved. Trees will be delivered to your home late April or early May, when ideal conditions exist for planting.

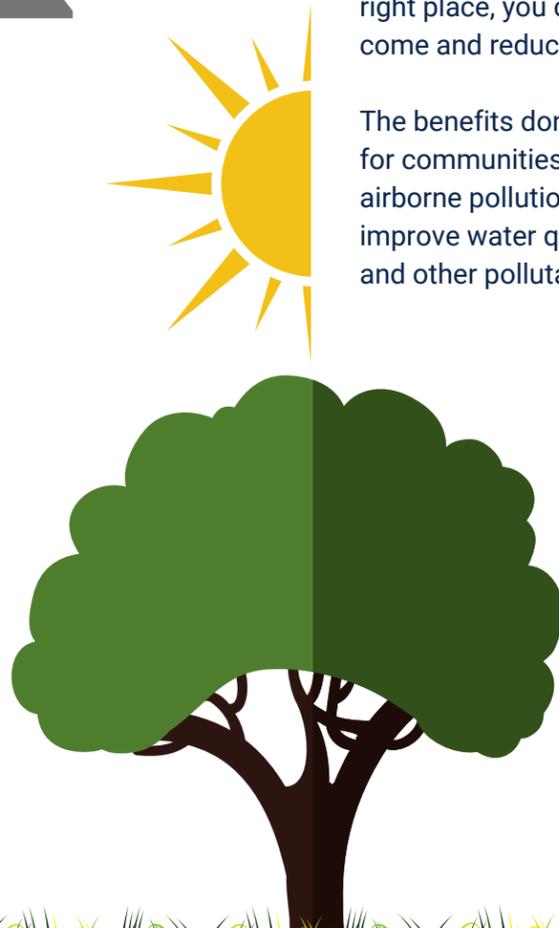
The trees planted from this program are estimated to save 92,800 kilowatt hours over the course of 20 years!



**Know what's below.
Call before you dig.**

Planting a tree this spring? Building a deck or repairing your fence? Before digging, remember to dial 811 - *Call Before You Dig!* When dialing 811, homeowners and contractors are connected to a national hotline which 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.



UtiliNews

MARCH 2019

Energy-Saving Tree Giveaway

Partnering with Our Community

Water Quality Update

Benefits of Your Online Account

Improving Infrastructure



Northern Red Oak



Ponderosa Pine



Fragrant Lilac



Kentucky Coffee Tree

“Alone we can do so little; together, we can do so much.”
 -Helen Keller

In 2006, the City of Fountain Water Utility adopted a Water System Master Plan. This plan studied the anticipated population growth and the amount of water that would be needed to serve our community for decades to come. The plan projected that, with a focus on community-wide water conservation, Fountain would require approximately 2.3 billion gallons of water each year by the end of 2018.

In the years following the adoption of the Master Plan, Fountain made significant advances to meet that projection through water rights purchases, partnerships and the construction of the Southern Delivery System (SDS) – one of the largest water delivery projects in the State of Colorado. These advances supplemented existing water supplies, including four city-owned wells located in downtown Fountain.

Most importantly, Fountain focused its attention on developing conservation programs and rebates that would benefit customers and stretch its water supply well into the future. As data indicates, our customers have adopted conservation measures around their home and engaged with our rebate programs and other offers. In fact, our customers are using approximately half of the water we predicted.

Why does this matter?

Three years ago, the Per- and polyfluoroalkyl substances (PFAS) discovered in our well water (also known as groundwater) gave us cause to cease the operation of our wells. Fountain’s well water historically accounted for approximately 30% of delivered water during periods of high demand (May through September) every year.

In the months following, the Environmental Protection Agency (EPA) issued a Health Advisory Limit for the contaminants. For the first time in decades, the City of Fountain asked residents to partner with us and enacted mandatory water restrictions during the summer of 2016. In our arid climate, this undoubtedly affected our community, lawns and landscapes, and our community parks. But you, our customer, responded with grace and understanding by continuing to conserve and helped to see our community through a very challenging time. As your local water utility, we thank you for being good stewards of our water supply and continuing to partner with us.

-Michael Fink, P.E.
 Water Department Superintendent

Groundwater Treatment Update

In June 2018, the City of Fountain began operating the Granular Activated Carbon (GAC) filters provided by the United States Air Force to remove the PFAS from our well water. The filters operated from June through November 2018 accompanied by frequent lab tests which indicated non-detectable levels of PFAS (less than 2 parts per trillion). Due to this frequent testing, while we were always able to achieve non-detectable levels, we observed the treatment units were beginning to lose their effectiveness and began making preparations to replace the filter media.

The City of Fountain Water Utility contracted with Calgon Carbon Corporation to begin the rigorous process of removing the spent GAC, which took place this past December. Upon the replacement, tests again indicated that the filters were successfully removing PFAS to non-detectable levels. We are pleased to continue providing safe, treated, drinking water to our customers.

Assistance for Our Community

Negotiations for the extension of our existing Environmental Services Agreement with the Air Force have concluded and are pending final signature. The extension of this agreement will allow for continued reimbursement of operational expenses, such as labor, filter media replacement, supplemental water supplies, and certified laboratory tests. This is vital for our community because it means our rate-payers will not bear the full expense of our groundwater treatment.

We also continue to collaborate with our federal congressional delegation on legislation that will allow for the United States Air Force to reimburse the City of Fountain for approximately \$1 Million of expenses that were initially incurred as a result of addressing our groundwater contamination. We will continue to pursue

this effort and hold out hope that this legislation will gain momentum and pass in order to help our community.

EPA Involvement

Recently, we hosted the EPA at Fountain's City Hall for the announcement of their PFAS National Action Plan. EPA Region 8 Administrator, Doug Benevento, provided insight to the future direction of regulating these contaminants. A week later, the Center for Disease Control (CDC) and the Agency for Toxic Substances and Disease Registry (ASTDR) identified El Paso County as one of eight communities across the nation that will take part in an assessment to examine human exposure to PFAS. These assessments are expected to begin this year and last through 2020. Information gathered as a result of these assessments will serve as the basis of future studies evaluating the impacts of PFAS on human health.

We appreciate that the EPA has made strides to have more presence in our community and address the individual concerns of our customers and other community groups, such as the Fountain Valley Clean Water Coalition. Though we recognize the benefits our partnerships have yielded with the EPA and Air Force, our most important partnership has been, and always will be, with our customers.

Water Treatment Plant

Our long-term solution, a comprehensive groundwater treatment plant, is nearing the end of design. Construction of the plant will be overseen by the US Army Corps of Engineers and is expected to begin within the next few months at the northwest corner of Aga Park.

-Curtis Mitchell, P.E.
 Utilities Director



Granular Activated Carbon

Rebates We Offer:

WaterSense Toilets

- Up to two high-efficiency toilet rebates, valued up to \$100 each.

Energy Star Clothes Washer

- \$100 rebate for the purchase of an Energy Star High-Efficiency Clothes Washer.

Energy Star Refrigerator

- \$100 rebate for the purchase of an Energy Star Refrigerator.
- Plus, an additional \$30 bill credit for recycling your old refrigerator through the Fountain Recycling Center.

Energy Star Dishwasher

- \$30 rebate for the purchase of an Energy Star dishwasher.

Smart Irrigation Controller or Rain Sensor Rebate

- Up to \$50 for a Smart Irrigation Controller, or up to \$25 for a rain sensor.



Michael Fink, P.E., surveys the installation of the SDS Pipeline.



Installation of the GAC treatment unit at Aga Park, August 2017.

Project Update

The Electric Department will soon replace or reinforce 200 power line poles throughout its service territory. This may require access to property; residents will be notified 24 hours prior to accessing property with a door hanger.