

A Message From Our Partners!

Fountain Sanitation and Widefield Water and Sanitation Districts are teaming up with Fountain Utilities to remind you that the billing calculation period for wastewater is upon us. Wastewater rates are determined by evaluating the average water usage during the months of December, January and February.

The monthly billing rate will be adjusted during the first quarter of 2020 and reflected on future utility bills. For more information about your wastewater partners online, or contact the Fountain Utilities Customer Service Center.



Fountain Utilities

Your Hometown Utility



FountainUtilities.org | 719-322-2010

Save even MORE with Rebates!

Take advantage of sales, reduce your carbon footprint, and save money with rebates! If you are considering replacing a refrigerator, dishwasher, toilet or clothes washer, consider EnergyStar® certified models.

You may be eligible to save hundreds of dollars when replacing your old appliances. To find out if you qualify for a rebate, and for more information about cost-saving programs, visit FountainUtilities.org!



Happy Holidays!

Safety & Savings

With scents of cinnamon and pumpkin, festive lights, and iconic tunes, homes fill with holiday cheer this time of year. To stretch your dollar and keep your family safe, we encourage you to consider these holiday tips.

Energy-Efficient Lighting

The light-emitting diode (LED) light bulb has many benefits all throughout the year, especially during the holidays. An LED is a type of solid-state lighting that uses a semiconductor to convert electricity into light. They use 75% less energy and lasts up to 25 times longer than incandescent light bulbs.

Unlike incandescent light bulbs, which release 90% of their energy as heat, LEDs emit very little heat and reduce the risk of burn. They are also made of epoxy lenses, not glass, making them safer and sturdier.

Indoor Safety

- Ensure smoke detectors are working properly.
- Turn off lights before going to bed or leaving your home.
- Do not run cords in any area where they may be tripped over.

Outdoor Safety

- When using extension cords, make sure they are meant for outdoor use.
- Check each set of lights, new or old, for broken sockets, loose connections, and frayed or bare wires. Discard all damaged lights.
- Make sure all electrical links are off the ground to avoid moisture.



UtiliNews

DECEMBER 2019
100 Years of Service
Fountain's Water Quality
Manage Your Bill Online



Emergencies happen.

Let us help *Lighten the Load*.

Lighten the Load helps neighbors throughout our community, who experience a financial hardship or emergency, by providing short-term payment of their utility bill.

To learn how you can receive assistance, or help a neighbor in need by making a donation, contact the Customer Service Center during normal business hours, or email us at customerservice@fountainutilities.org.



Fountain Utilities
Customer Service Center
101 North Main Street
Fountain, CO 80817
(719) 322-2010
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It is an Honor to Serve You!

In October 1919, the City of Fountain celebrated the *Electric Light Jubilee* in honor of a new community-owned power company. Fast forward 100 years and the lights are still shining bright! Along with hundreds of community members, the City of Fountain Electric Department recently celebrated *100 Years of Service* to the Fountain Valley community.

With a strong legacy, Fountain Utilities maintains one of the safest and most reliable ratings in the nation. "Looking at the past 100 years makes me very excited about what's going to happen in the future," said Curtis Mitchell, P.E., Utilities Director.

Thank you for the opportunity and honor to serve this community.

Fountain Utilities - Your Hometown Utility

by KDElisePhotography



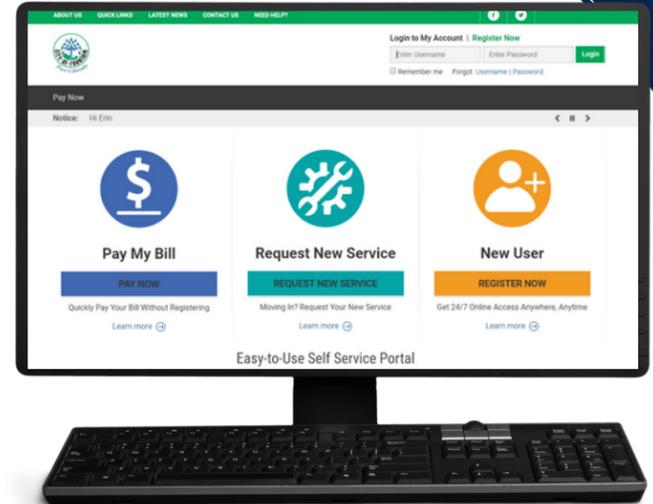
Register Today! Manage Your Account with *Customer Connect*

Keep up with the fast pace of life and make your utility account one less thing to worry about. When you register for a *Customer Connect* account, you can manage your utility account online, anytime!

- View + Pay Your Bill
- Enroll in Electronic Billing
- Schedule Automatic Payments
- View Your Usage In Detail
- Submit Online Service Requests

What You Need to Get Started:

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



Delivering Safe Water to You

Testing Fountain's Water

The water industry is highly-regulated and requires routine testing and sampling to ensure safe water is delivered to the communities it serves.

The City of Fountain routinely tests its water system at every source: wells; connections to other water systems; connections to the Fountain Valley Authority (the treatment plant that treats the water delivered from Pueblo Reservoir); and, throughout its water distribution system. Water samples are obtained by State of Colorado certified Water Operators in accordance with standard sampling protocols, and tested by certified laboratories.



Per- and Polyfluoroalkyl Substances (PFAS)

Upon discovering Per- and Polyfluoroalkyl Substances (PFAS) in its groundwater, Fountain ceased the use of four city-owned wells. The United States Air Force provided two Granular Activated Carbon (GAC) treatment units that have operated and delivered safe, treated, groundwater throughout the water system since the summer of 2018. Fountain made a commitment to guaranteeing water delivered to the community tests at non-detectable levels (less than 2 parts per trillion). Water Operators maintain this commitment by acquiring and processing weekly water samples with an Environmental Protection Agency (EPA) certified laboratory.

Unregulated Contaminant Monitoring Rule (UCMR)

Under the Safe Drinking Water Act, the EPA issues a new list of unregulated contaminants to public water systems serving populations of 10,000 people or more. These public water systems are required to obtain water samples and submit lab results to their respective States and the EPA via certified laboratories. The EPA uses the UCMR process to acquire data on emerging contaminants that do not currently have an established health-based standard.

The City of Fountain Water Department recently completed the first round of UCMR #4 sampling. The samples focused on Cyanotoxins, which are produced by bacteria most commonly found on lakes and reservoirs (observable as blue-green algae). All samples obtained during the testing period resulted in non-detectable levels according to EPA established thresholds. Additional sampling and testing for other currently unregulated contaminants listed in the UCMR #4 will continue through the year 2021.

For more information regarding the Unregulated Contaminant Monitoring Rule, visit www.epa.gov/dwucmr.

Water Treatment Plant Update

The City of Fountain and the U.S. Air Force is nearing completion of design for the new water treatment plant, scheduled for construction next year at Aga Park. The new plant will utilize ion-exchange - a contaminant removal technology which uses molecular attraction between negatively charged molecules (contaminants) and positively charged molecules (ion-exchange resin). The process is similar to the water hardness removal process found in home water-softeners.

In preparation, construction crews will install an eight-inch water pipeline along Walnut Street in downtown Fountain in coming months. The new pipeline will eventually connect a city-owned well located near the Fountain Library to the new water treatment facility.



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