



Little Thompson Water District

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WINTER 2016 NEWSLETTER

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Little Thompson Water District offers our customers the convenience and security of online bill payment. If you have an internet connection and an e-mail address, you can register for "Auto Pay", "Paperless Billing", or make manual payments using their "Xpress Wallet" feature.

You can view up to a year's history of your account online, so you can compare your current bill to a year ago.

It doesn't cost anything to register for Xpress Bill Pay? Yes, it's free.

Register today at www.ltwd.org.

Winter Water Savings

Our customers can continue to conserve water during the winter months with some easy tips:

- Fix leaks throughout the house
- Replace toilets with low-flow toilets
- Replace shower heads with low-flow shower heads and reduce shower time

Trees and shrubs may need additional water during the winter – check with your garden center or online for winter watering tips.

District Manager's Message

As we start the New Year, I'd like to extend our best wishes to all of you, our customers, for a happy and prosperous 2016. Little Thompson Water District (District) customers are at the center of everything we do and we are proud to provide high quality drinking water to your homes and businesses. In this January newsletter, we provide information about our 2016 rates and projects for the coming year as well as a look back at our achievements and challenges during 2015.

Each year, we review and adjust our rates to reflect the cost of providing service. Based on our anticipated expenses, we determine whether a rate increase is needed. In 2016, rates for our residential and commercial customers will increase to cover both rising costs for our water supply and increased expense for water treatment to meet water quality regulations. Because the base rate remains unchanged and the increase applies only to the 3rd and 4th tiers, most customer bills will not change or will increase modestly, about \$10.00 a year. Commercial customers will notice a modest increase of 2 cents per thousand gallons in the 4th tier. Rate increases are effective January 2016.

Fortunately, we have not needed to increase rates over the last three years – since 2012. We know our customers depend on us for affordable water and we work diligently to keep our costs down and avoid any unnecessary rate increases. Please visit our website, www.ltwd.org for more information on 2016 rates.

During 2015, we completed repairs to damages from the 2013 flooding and constructed several projects needed to keep our system updated. We continued conservation assistance offering water saving tips and irrigation system audits for our residential customers. Last spring, we expanded customer communication with this quarterly newsletter to provide information about the District's water supply, projects, and system operations.

In November, we wrote to each of you about a water quality issue that affected our system. Like most water providers, the quality and safety of our water is monitored to assure compliance with mandated regulations. This past fall, lead was detected in samples collected in homes within our system and measures to change the Carter Lake Filter Plant treatment process began immediately. Sampling will continue this year and you can expect additional updates regarding water quality as information becomes available. We believe the process changes already underway are bringing water quality back into compliance, and we encourage our customers to read future updates.

Most of our everyday work involves maintaining our distribution system, constructing new pipelines and managing the administrative tasks necessary for a water district. We appreciate the opportunity to answer your questions and hope you will continue to contact us when you'd like to know more about what's happening in the District.

Thank you,
Jim Hibbard, District Manager

SNOTEL and Snowpack

During the winter and spring months, weather forecasts often include information about snowpack and snow conditions in Colorado's watersheds. In Colorado, the Natural Resource Conservation Service Snow Survey Program maintains SNOTEL sites to provide mountain snowpack data and streamflow forecasts for the western United States. A pressure-sensing snow pillow at the SNOTEL station calculates snowpack water content by "weighing" the snow. The station also collects data on snow depth, precipitation and temperature used to monitor snowpack and predict water supplies.

Much of the District's water supply comes from Northern Colorado Water Conservancy District's (Northern Water) western slope reservoirs. SNOTEL sites in the upper Colorado River basin provide information used by our District and Northern Water in water management and conservation planning. Other uses include flood control, climate modeling and recreation. Learn more about Snow Surveys at <http://www.nrcs.usda.gov/>.



SNOTEL site—Bison Lake, CO

Hard Hats and Heavy Equipment

You may already know that the District maintains more than 600 miles of pipe, replacing valves and pipe breaks, checking and installing meters and cleaning the system with hydrant flushing. This valuable work keeps our existing system in good condition year round. When you spot District employees and equipment along the road or in a construction zone, you may think that repairs are underway. While this may be the case, our construction crews complete other types of projects each year that are needed for a variety of reasons.

In 2015, we upgraded water lines, added fire hydrants and upgraded water connections and metering vaults to Mead elementary and middle schools as part of a Town of Mead storm water and paving project. Other meter and waterline improvements also were completed for North Boyd Lake Avenue and the Towns of Berthoud and Mead. In Firestone, a new residential development required waterlines and meter vaults. These projects, along with waterline updates and relocations when roads are rehabilitated, help extend and maintain the utility and transportation infrastructure needed for development in our District's communities.

Our customers can expect to see more construction in the 2016 as roads and intersections are improved, new waterlines are constructed and services are upgraded where needed. Look for more information on these projects on our website and in future newsletters.



To the left are pieces of an old wooden water pipe uncovered during a project in the Town of Mead. To the right is a meter vault installation at the Barefoot Lakes project located southeast of I-25 and Highway 66.