

Q: Who cleans up the mess?

A: If the backup occurs in your service line or in the main line as a result of anything other than the utility's negligence, it is your responsibility. Your utility may dispatch a cleanup crew to help prevent more damage, but financial responsibility for the cleanup depends on where and under what circumstances the blockage occurred.

If the problem was due to negligence in the main sewer line, then the district may be financially responsible.

If the problem is with your pipes, you are financially responsible. If you have backup coverage for sewers and drains on your homeowner's insurance policy, then your insurance company may assist you with clean up.

For all concerns and questions and in case of an emergency call the District's main office number 24 hours a day at 303-985-7895. Calls received outside normal working hours will be answered by the District's answering service and the information will be directed to on call service personnel for assistance.

**LAKEHURST WATER AND
SANITATION DISTRICT**

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bulletin

Denver Water Implements 2015 Summer Water Use Program

Even though Denver Water's supply situation has greatly improved this year, **conservation is still important**. As a result, Denver Water has implemented their 2015 Summer Water Use Program, which Lakehurst Water and Sanitation District, as a contract distributor, is legally obligated to follow and enforce.

Effective May 1 to October 1, customers may water no more than three days per week and must adhere to the watering rules laid out below.

- 1. No watering, including with spray irrigation, between the hours of 10 a.m. to 6 p.m.**
- 2. Newly planted seed or sod may be watered, as necessary, for up to 21 days ONLY.**
- 3. Routine watering of turf is limited to three days – OF YOUR CHOICE – per week.**
- 4. Turn your irrigation system off when it rains and during high winds.**
- 5. Make repairs to irrigation systems in a timely manner, and adjust sprinkler heads appropriately.**
- 6. Do not waste water by allowing it to pool on sidewalks, gutters or streets.**

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7. Do not apply more water than is necessary to establish and maintain a healthy landscape.

Visit our website – www.lakehurstwater.org – or Denver Water’s website – www.denverwater.org – for more information about the 2015 Water Use Program and water conservation tips.

2015 Consumer Confidence Report Is Available on the District Website

Each year the United States Environmental Protection Agency (EPA) mandates that all public water systems provide their customers with a water quality update called the Consumer Confidence Report (CCR).

Since Lakehurst operates under a contract with Denver Water, it is their duty to monitor and report on the quality of our treated water.

The CCR from Denver contains information regarding water quality regulations as well as recent testing results and evaluations.

District customers may log onto Lakehurst’s website – www.lakehurstwater.org – to view the CCR, or call the District office – 303-985-7895 – or Denver Water – 303-628-6000 – with questions.

Help Avoid Sewer Backups

Chances are, you haven’t spent much time thinking about a sewer backup occurring in your home, or the unpleasant cleanup job it leaves behind.

As most sanitation operators know, backups are costly, damaging, and can be prevented by applying just a bit of common sense and good judgment.

To prevent backups, please be mindful of what you flush or put down the drain.

Never flush these things:

- Diapers or Hygiene Products – These products are designed to be especially absorbent and do not dissolve quickly over time

- Grease – Kitchen grease or auto grease can both accumulate in the line and create a clog, especially when mixed with hair or paper products. (Certain soap products actually work to break down grease.)
- Facial Tissue and Paper Towels – Unlike toilet paper these aren’t designed to dissolve in water over time
- Other Foreign Objects – These are a common problem in households with children.

When a Backup Happens

Q: What are my responsibilities?

A: Any backups or spills that occur on your property, up to the connection point with the main line, are your responsibility. You are responsible for all pipes and fixtures within your house and those that connect it to main sewer lines.

Q: What are the utility’s responsibilities?

A: By law, the utility is only responsible for any stoppages that occur on the main sewer line and are due to their negligence. The district is not responsible for unforeseeable acts of nature.

Q: What do I do once a stoppage is evident?

A: Follow these steps to help reduce the damage:

1. The most important action to take is to safeguard the people and property within your home. Try to carefully close as many drain openings as you can, using care with delicate ceramic plumbing fixtures.
2. Don’t run any water down any drain in your home until the stoppage is cleared.
3. Check with your neighbors to see if they’re experiencing any issues. This could indicate that the problem exists in the main line.
4. Call your utility to report the issue. They will check for issues in the main sewer, and recommend action if the problem is with your lines. If the problem is in your pipes, call a plumber to help clear it.
5. Call your homeowners’ insurance company to determine what coverage may be available.

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