



**Now Pay  
Online**

Consumers can pay their water bills online; view current and previous bills, billing dates, gallons used, amount billed, and payment due date at [www.lakehurstwater.org](http://www.lakehurstwater.org)

There is a user fee of \$2.50 per transaction for online payments, which covers the costs the District must pay to credit card companies to provide the service. We accept Visa, MasterCard, Discover and E-checks for your convenience.

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**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**

David Bane, President

William "Jake" Schild, Vice President

Steven Posavec, Secretary

Mitch Gerstenkorn, Treasurer

Mike Cochran, Member

DISTRICT MANAGER

Steve Daldegan



**LAKEHURST**  
Water and Sanitation  
District

Newsletter  
Volume 33, No. 1  
March, 2020

# **bulletin**

## **Lakehurst Includes Lochmoor into District for Sanitary Sewer Service**

In accordance with voter approval obtained on November 19, 2019, from the residents of the Lochmoor Water and Sanitation District, the Lochmoor District dissolved, and its service area was included into Lakehurst, effective December 31, 2019. The Lakehurst and Lochmoor Boards of Directors sought Lochmoor voter approval for the dissolution and inclusion of Lochmoor into Lakehurst citing several advantages for both Districts. For cost reduction and economic efficiency reasons, the Lochmoor District wanted to cease operations and needed to combine with a compatible sanitary sewer service provider in close proximity that was capable of serving Lochmoor's residents. Lochmoor is located on the southeast corner of W. Quincy Ave and S. Wadsworth Blvd.

Lakehurst has assumed responsibility for the sanitary sewer service previously provided by the Lochmoor Water and Sanitation District. The cost of the dissolution and inclusion was paid 100% by the Lochmoor Water and Sanitation District. The impact to Lakehurst will be minimal. It is projected that the additional revenue that will be generated from the Lochmoor area, together with the funds transferred to Lakehurst by Lochmoor will offset the costs of operating and maintaining the sanitary sewer lines transferred to Lakehurst by Lochmoor.

A total of fifty-six residential and three commercial properties and approximately 5,000 feet of sewer line will be added to the Lakehurst inventory. Lakehurst will be responsible for televising, cleaning and maintaining the sewer system within Lochmoor on a scheduled basis. It will also provide emergency, afterhours service as needed. Any drinking water issues will be handled by Denver Water under a Total Service contract.

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We would like to take this opportunity to welcome all Lochmoor residents into Lakehurst and look forward to a longstanding relationship for years to come.

## Landlord\Tenant Water Service Policy

1. **Landlords.** A landlord may add and remove tenants to and from an account. Lakehurst Water will add tenants to accounts, invoice tenants, and accept payment from tenants. However, landlords are ultimately responsible to Lakehurst for any unpaid water and/or sewer service charges. Water and Sanitation is an alienable utility against a property. All discrepancies between the owner and tenant regarding any portion of a bill or unpaid balance on an account must be resolved between the owner and tenant.
2. **Payment Arrangements.** If a customer falls behind with payments, they may be eligible for **one** payment plan arrangement per year. Payment plans can only be set up thru the District Manager. If a tenant fails to abide by a payment arrangement, the service will be shut off and a suspension fee applied. Service will not be restored until the outstanding balance has been satisfied in full.
3. **Proration of Bills.** Lakehurst Water is unable to prorate water bills. Landlords and tenants are responsible for proration of any water bills.
4. **Billing.** Lakehurst Water will send water service bills to the premises/occupant. Lakehurst Water will send Landlords a notice if the account is past due.
5. **Account Balances.** Upon entering a lease with a tenant, landlords are advised to complete an online rental transfer form at [www.lakehurstwater.org](http://www.lakehurstwater.org). The rental transfer form needs to be completed upon the entering and exiting of tenants.

## 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.

#### **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.