



January 8, 2013

Dear Falcon Hills Resident:

Paint Brush Hills Metropolitan District (PBHMD) wishes you warm greetings as we kick off 2013! Along with your January water/sewer bill, I have several noteworthy items for you this month:

**PBHMD Office Relocation:** After nearly twelve years in my home, the District office will soon be relocating to a different address within Falcon Hills at 9830 Liberty Grove Drive. A payment drop box will soon be installed at this new address for those customers who use this convenient way to get their payment to us. We plan to leave the old drop box in place a little longer to help with the transition. The District will continue to operate a 'virtual' office, but we remain happy to schedule face-to-face appointments with any customer, when/if necessary. Concurrent with the New Year and pending move, we're also introducing our updated logo and letterhead, thanks to the pro-bono services of a staff member's relative!

**Customer Contact/Meter Data Card:** Please help us keep our records up-to-date by completing the enclosed card and returning it to us with your next payment. It's important for us to have this information, should we need to contact you with a billing or service-related problem. Many customers have radio read meters, but if you still have the older style, please locate and read both your inside water meter (usually in the basement near your water heater), along with your outside meter remote (somewhere on the side of your house or garage). Be sure to include any extra non-moving zeros on the displays and the date of both readings. Don't be alarmed if the readings aren't in agreement – this is a common situation. We've included a field for you to create an alphanumeric password of your choosing (up to 15 characters) to help us confirm your identity, should the need arise. This password will be added to your customer account to protect your privacy. Password verification will be required, if you call the office and request any information on your account. Please check the 'YES' box, if you wish to begin receiving your water/sewer bill via email. Since our customer letters are available on our website, several residents are now utilizing this paper/postage saving option. As with prior years and because the District receives some parks-related funding based on population, we are again requesting a headcount for your household. Please take a moment to complete the data card and return it to us. Thanks, in advance, for your cooperation with this annual task!

**Water Heater Flush:** Hey, it's that time of year again -- time to flush your residential water heater! This is particularly important for PBHMD customers since our water is only chlorinated and not filtered at the District's various well/water facilities. The procedure is easy and can be carried out as follows:

1. Hook a garden hose up to the bottom drain valve. Place the garden hose in a position to allow full discharge of the water through the hose (into the yard or a flower bed or the bath tub).
2. Open the drain valve wide open. However, DO NOT CLOSE OFF THE INCOMING COLD WATER SUPPLY TO THE HEATER.
3. Run the water out of the hose until the water runs clear.
4. Once the water is clear, shut off the bottom drain valve and remove the garden hose.

If you need some additional guidance with this procedure, please contact Steve Knepper at (719) 331-8832 or via email to [steve@pbhmd.com](mailto:steve@pbhmd.com).

**Curb Stop Policy:** At last month's meeting, the PBHMD Board approved a new policy related to residential curb stops. In short, repair/maintenance of the curb stop remains the homeowner's responsibility, with the exception of the District providing 'free' box extensions and lids. Only the District may operate (shut-off and/or turn-on) a curb stop. The District plans to test each customer's curb stop during the 2013 calendar year, with subsequent retesting to occur on a 3-5 year schedule. A customer will be promptly notified when the District becomes aware that his/her curb stop is inoperable. Upon notification, any necessary repairs shall be carried out by the customer within ninety (90) days. If a second notice is required, the customer will be required to make the repairs within thirty (30) days. If repairs are not completed within the second allotted timeframe, the District will proceed with making the necessary repairs. Customers with delinquent accounts (subject to pending shut-off) shall have only ten (10) days to perform any necessary repairs, or else the District will proceed with the repairs. If the District initiates repairs on behalf of a non-responsive customer, all costs associated with the repairs will be passed on to the customer. Customers are required to notify the District whenever any repairs are made to a curb stop and/or curb stop box. The District will promptly schedule an inspection to ensure operability of the curb stop which carries a \$50 inspection fee that will be charged to the customer's account. If subsequent repairs are needed on a delinquent customer's curb stop within one (1) year of inspection of the prior repair, the District will initiate repairs immediately and without prior notice, charging the customer for all costs of the repair.

**PBHMD Board Meeting:** This month's regular meeting of the PBHMD Board will be held on Thursday, January 17<sup>th</sup>, 2013 at 7:00 p.m. at Falcon High School. During 2013 the Board's regularly scheduled monthly meetings will continue to be on the 3<sup>rd</sup> Thursday of the month. I encourage you to come and participate in the meetings! For more information on the Board and/or its upcoming meeting(s), visit [www.pbhmd.com](http://www.pbhmd.com).

Finally, your questions and/or comments are always welcome. Feel free to leave us a message by calling the District office at (719) 495-8188. If you wish to contact me directly, please call me on my cell phone at (719) 351-7438 or send an email to [pbhmd@pbhmd.com](mailto:pbhmd@pbhmd.com). **Thanks and have a happy, healthy New Year!**

Very truly yours,



Ellen Robley, District Administrator  
Paint Brush Hills Metropolitan District