



Mission:
To provide the highest quality of water at the most affordable price for current customers and to provide for the expansion of the District as growth occurs.



Greetings & Salutations!

Hello friends and neighbors! Did everyone survive our rains? My good neighbor next door has an official rain gauge that he records and reports out precipitation. That week of the "great flood" he caught 6.48 inches. Not as much as some of the area, but still a lot of rain. I can't believe when I look out across the fields how green everything is for October. Sure has been a wet fall.

I find writing these letters can be a challenge. I write my letters early in the month and we receive them in our bills around the 20th. As I sit here early in the month I look ahead and it dawns on me, there are only three more letters to be written this year. We have Halloween at the end of this month, then a month after this letter hits your kitchen, it's Thanksgiving, and of course, "Black Friday"! And then we wrap up the year with Christmas.

I don't know about you all, but things seem to be moving just a little fast these days! I do pray you all wear your seatbelts as we fly down that last quarter of the year! And by the way, I hope everyone has a safe and fun Halloween night!

Just a reminder, even though the school year is in progress, we still need to give our kids a brake! Slow down and drive safely through our neighborhoods!

Meter Reading: The meter reading for November will be on the 5th for all neighborhoods. I will post December's date in my next letter. Are you hearing the jingle bells yet!

Community Calendar: Once again Platte Valley Medical Center has a busy month of activities. You can find them on the web at www.pvmc.org/events or just stop in. Here are some of the topics for this month:

Pilates Mat Class
Tuesday November 5, 12, 19 & 26, 5:45 p.m.

Contact Karen Vizyak
kizyak@pvmc.org

Stroke Recovery Support Group
Monday, November 4, 1:30 – 3:00 p.m.

Contact Christine Buzzell
303-498-1844

Cancer Support Group
Saturday November 9 & 23, 11a.m.

Contact Vicki Kennedy
vicki@pvmc.org

Total Joint University
Tuesday November 12, 5:30 – 7:30 p.m.

Contact Christine Buzzell
cbuzzell@pvmc.org

FREE Women's & Newborn Center Tours
Wednesday, November 6 & 20, 6:00 p.m.

Contact Karen Albrecht
kalbrecht@pvmc.org

Pilates Mat Class
Thursday November 7, 14, 21 & 28, 5:15 p.m.

Contact Karen Vizyak
kvizyak@pvmc.org

Heart Rhythm Meditation
Wednesday November 6 & 20, 12:30 p.m.

Contact Call Michelle Kaiser
330-498-1844

Other things of interest, PVMC is doing a focus group and needs participants. The first is for patients who have had overnight care and the second is for patients who have had outpatient care. You must have used hospital services within the last nine months to be eligible. To sign up, send an email to planetree@pvmc.org or call 303.498.1680 and leave a message with your name, your phone number and a reference as to you were an overnight patient of if you received some type of outpatient care.

If you have young children, PVMC is having "Kid's Flu Clinics". This is for children younger than 9 years of age. Please call Peggy Jarrett at 303.498.3590 to schedule your appointment.

With the holidays coming up, please send me any community events you may have. I would love to share your favorites! Remember, I need your information around the first of the month.

New Discussions: We continue to prepare for our budget meeting in November. We will be meeting at the end of this month for a workshop to discuss our budget, what we would like to accomplish in the next year and a plan to financially achieve our goals.

Our main focus will be on updates on our current schedules on our facilities, maintaining our pumps, wells and distribution system. We will review updates in equipment that will be required. We will continue to search for ways to lower cost to produce water by implementing better equipment into our processing and distribution.

This year we are also doing a review of all of our consultants. Weighing services verses cost. That area is always a challenge when you justify the hourly rate of any consultant, regardless of the service provided.

Your Board continues to search for a solution for our evaporation ponds. The cost and challenges to add an additional pond is constantly on the top of our list of actions. Due to the poor evaporation and the needed maintenance, we have had to change our blends and the amount of water we process through our RO facility. Consequently it is causing issues with what our neighbors are seeing in their homes.

I have fielded complaints about white film in hot tubs, rings around toilet bowls and in some cases water that doesn't come out crystal clear. I have asked our engineer again: "is our water safe?" He assures me that we are well within all drinking water standards. By not being able to process as much water using our RO system, we are seeing what he calls "hard water". The following is a summary he has written.

Your Water Quality

In 2013, the District modified its water treatment operations to address its concentrate management needs. As a result, you may have noticed a change in water quality at your home. The water may be harder, but it still meets drinking water regulations. Hard water can cause scaling, may react with soaps to cause build ups, and can result in problems with dry skin. The District is evaluating its options to improve the water quality through blending of its various water sources. If you have any questions regarding water quality, please contact Lisa Johnson at [303-987-0835](tel:303-987-0835) or ljohnson@sdmsi.com.

If you are interested in attending, the Board is holding a Budget Workshop on October 29th at 5:30PM. We will be meeting at the United Power Building where we hold our monthly meetings. We would love to have you attend. We also would love to hear from you if you have any ideas on how we can improve the District or lower operating cost.

A reminder, next year is an election year. We will have three Board seats up for reelection in 2014. It's not too early to start thinking about serving your community and neighbors. I believe everyone should serve at least one term to learn all that's involved in providing water. I know I have a great appreciation for the water delivered to my home from this opportunity as a Board member.

Old News! So I have changed the name of this section. Here is a reminder of the ways you can pay your water bill if you choose so.

Last month I wrote about this great new way to pay your water bill. What I was negligent in sharing was that this was a service provided by the State of Colorado, and that they charged 2.5% of the bill as their fee. So we discussed options, how can we pay our bills? The following is a five point description of ways we can accomplish this.

Customers have the following options to make payments:

-mail a check or money order

-enroll in auto-pay - this option will automatically debit funds (the amount due for that month) from a checking account on the due date. Application can be requested by calling the Utility Billing Department at [303-987-0835](tel:303-987-0835) or via email at ljohnson@sdmsi.com. This bill pay option is initiated by the District. Once enrolled, the customer will continue to

receive a monthly bill indicating the amount that will be debited on the due date.

-enroll in bill pay with your bank (typically this service is free to the customer of the bank). This bill pay option is initiated by the customer each month and should be completed well in advance of the due date.

- pay portal – this is an online service in which a

customer can initiate a payment via electronic check (\$1 fee) or via credit card (fee = 2.25% of the total amount paid). This option is initiated as a same day payment and can be made on the due date if a customer chooses without incurring a late fee.

-walk-in payment – customers can drop payments off at the District's offices at 141 Union Blvd., Ste. 150 in Lakewood.

Communication: Watch for the exiting news. Next month I'm told we go live with our website! I'm so excited, finally a means to communicate to all on a 24/7 basis.

As a reminder, you can join us on Facebook by searching for Greatrock North Water and Sanitation District and "Like" our page. For Twitter, search for the name of the District as well, we show up as @Greatrock_North and you can follow us there. We will use these sites to post meetings, neighborhood events and water outages.

The Board continues to monitor water quality, so if you feel your quality is not what it should be, let us know. We can't fix it if we don't know there's a problem. You can reach Wayne, Jeff or one of the team at 303-833-5505 or drop me a line at my email.

Expenses: Each month the District has to pay the bills, our expenses. We all know that water comes at some cost. Since each month's expenses are different, I thought I would share each month just how much we as a District pay to keep us all in water, the bottom line.

General Fund	\$ 64,880.31
Debt Service Fund	\$ 97.50
Capital Projects Fund	\$ 276.25
Total Claims:	\$ <u>65,254.06</u>

Remember, if you have any questions, concerns or comments, just drop me a line at my email! Our next Board meeting will be on November 5th at the United Power Building. One thing to note is the door locks at 5:30pm. If you drop by after 5:30pm, to the right of the doors are some windows. We keep the blinds open and try and keep an eye out for those who are a little late in arrival. Hope to see you all at our next meeting!!

Be safe, have fun and enjoy life!

Regards to all,

Terry Krayenhagen, President
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