

Shut-Off Policy

News Release Date

06-23-2021

Those who are at risk of having their water shut off will be notified by mail. This shut-off letter will be on pink paper and mailed along with the current month's late notice letter. This shut off letter will include full balance due, minimum payment due and the date payment must be received to avoid the shut-off of water. An example of the new letter format is below.

If you feel you are not receiving all of your notifications by mail, please contact our Utility Billing Clerk at 303-646-4166, option 1 to make sure your mailing address is correct. You now also have the option of receiving paperless statements through our new online payment system. You can sign up for paperless statements through our [Online Payment Portal link](#) found on the Home Page of this website.

If you have further questions about your bill, feel free to reach out to us at 303-646-4166, option 1.

Please note the planned Shut-off dates below. Minimum payment must be received by 9:00 AM on these dates to avoid shut-off.

January 31, 2023

February 28, 2023

March 28, 2023

May 2, 2023

May 30, 2023

June 27, 2023

August 1, 2023

August 29, 2023

October 3, 2023

October 31, 2023

November 28, 2023

January 2, 2024

Supporting Documents

Shut-off Letter Sample 51.58 KB