



NAVAJO WESTERN WATER DISTRICT

705 Navajo Road; Walsenburg, CO 81089

Telephone: 719-738-3130 / Email: office@nwwd.us / Website: www.nwwd.us

DATE: June 28, 2024

TO: Navajo Western Water District (NWWD) Customers

SECURITY

In the last year, the NWWD Board of Directors authorized WITS (IS&T contractor) to perform the necessary upgrades to the NWWD computers and security enhancements to the District, (i.e., video security systems, off-site electronic file protection). These enhancements have been put into place to reject a "fairly sophisticated" data breach(s), protecting all the NWWD Customers, propriety information to include the office of NWWD. This doesn't stop here. The NWWD Board and Employees are ever vigilant of your personal information and data not appearing any place it is not supposed to be. However, please be cautious of your own personal computer systems so nothing like this happens to you.

Recently the Environmental Protection Agency (EPA) issued a warning that Cyberattack groups affiliated with Russia and Iran are increasing on water systems and urging Utilities to take action. We listened, but just because we averted an attack this time, there may be others and we along with WITS are keeping a close eye on our systems and your security.

WATER OVERAGES

Water Overages can be caused by dripping faucets, leaking toilets, unattended water hoses, a check valve stuck in a washing machine, watering gardens, etc. *Attached please find Water Leak Statistics.* If you suspect a possible Leak, please notify our Water Operator, Dave Rabideau as soon as possible. Phone: 719-738-3130, Option 3.

- Please be aware that if you go over 8,000 gallons, you will be charged a \$250.00 Penalty Fee in addition to the cost of the additional water utilized (Ref: *Water Rate Schedule as of Apr 12, 2023*).

Additional Items you can do to avoid Water Overages (See Pg. 2 for additional info)

- Notification to the NWWD Office of any leaks at residence.
- Notification to the NWWD Office of any plumbing repairs performed at your address
- Seasonal Customers: please notify us when you're leaving your residence so we can shut your water off
Drain your water lines before you Leave and put RV anti-freeze in your toilets and down your sink drains.
- Be sure to attach Frost Covers on all outside hose bibs and yard hydrants to prevent home lines from freezing.
And Lock all yard hydrants and outside hose spigots.

We are now reading the meters once a month at the end of the month. Our Water Operator Dave Rabideau will have a list of the Water Overages and will contact you to inform you of the Water Overage. **It is important to contact our Water Operator in a timely manner regarding the Water Overage so that he may assist you further regarding this issue.**

The office is open to the public Monday's, Wednesday's and Friday's, 9:00am – 12:00 Noon. Please feel free to contact the office. In Case of Emergency or after-hours call: 719-989-8191 (Water Operations staff are On-Call)

- **DO NOT TAMPER with/or OPEN your METER PIT. It is the property of the Navajo Western Water District (NWWD), and you will be held responsible for any damage to any of the components or frozen lines that can occur from not resealing the meter lid properly. Damages can include from \$500.00 up to \$8,000.00 for repairing effective water infrastructure. If you are found tampering with this meter pit, you will be assessed a \$200.00 penalty and a lien will be filed against the property. (Ref: *NWWD Rules and Regulations*)**

WHEN YOU RENT YOUR HOME IN NAVAJO

Please contact the NWWD Office. We will need information pertaining to the billing of the Water, etc.

WHEN YOU ARE SELLING OR PURCHASING A HOME IN NAVAJO

Please contact the Navajo Western Water District Office when you are selling your property / home or purchasing a home / property in Navajo. This will assist the office staff with proper operations regarding your account, etc.

THANK YOU – WE VALUE OUR CUSTOMERS!

Respectfully, NAVAJO WESTERN WATER DISTRICT BOARD OF DIRECTORS

ADDITIONAL INFORMATION

The CCR (Water Quality Reports) for Water Year 2023 are available to view at the Navajo Western Water District (NWWD) Office at 705 Navajo Road; Walsenburg, CO 81089. Copies are also available. You can also access these reports on the NWWD website: www.nwwd.us.

The information below are suggestions that may help with Water Leaks, descale in toilets, etc.

These products are not endorsed by NWWD and NWWD does not assume responsibility for installation of these item(s).

If you are interested in these products, please either come into the NWWD Water Office or contact us (for more information, i.e., potential cost savings, etc.)

- MOEN – Flo Smart Water Monitoring & Leak Detection System
 - VACPLUS – Automatic Toilet Bowl Cleaner, etc.
-

WATER LEAK STATISTICS

The following shows the amount of water that can be lost for various size **leaks**.

- **A Dripping Leak: consumes 15 gallons per day, 450 gallons per month.**
 - A 1/32 inch leak consumes 264 gallons per day, 7,920 gallons per month
 - A 1/16 inch leak consumes 943 gallons per day, 28,300 gallons per month.
(At 60psi, a 1/16" hole leaks 74,000 gallons (9,850 cubic feet in 3 months)
 - A 1/8 inch leak consumes 3,806 gallons per day, 114,200 gallons per month.
(At 60 psi, a 1/8" hole leaks 296,000 gallons (39,400 cubic feet in 3 months)
 - A 1/4 inch leak consumes 15,226 gallons per day, 456,800 gallons per month
(At 60 psi, a 1/4" hole leaks 1,181,500 gallons (158,000 cubic feet in 3 months)
 - A 1/2 inch leak consumes 60,900 gallons per day, 1,827,000 gallons per month

Common Water Loss Examples

- **Leaking Toilet:** @ 1/2 GPM = 21,600 gallons per month.
- **Stuck Ice Maker:** @ 2 GPM = 86,400 Gallons per month.
- **Unattended Water Hose:** 1 night @ 10 GPM = 5,400 Gallons per day
- **Stuck Check Valve in Washing Machine:** 30 minutes = 240 gallons
- **Stuck Float Valve in Watering Trough:** @ 5 GPM = 216,000 gallons per month
- **Drip Irrigation:** @ 1 GPM = 43,200 Gallons per month
- **Watering Garden for 2 hours*:** @ 5 GPM = 18,000 gallons per month
 - Watering Garden for 2 hours at 10 GPM – 36,000 gallons per month.
**No outside watering is allowed for any reason including lawns, gardens, vehicle washing, etc.
(Ref: NWWD Rules and Regulations, Water Rate Schedule)*

- **Broken Service Line:** 1 night @ 15 GPM = 8,100 Gallons per day
 - 1 day @ 15 GPM = 21,600 gallons / 1 week @ 15 GPM = 151,200 gallons
 - 1 month @ 15 GPM = 648,000 gallons

Typical Normal Water Uses

- **1 Bath:** = 42 gallons / 1 Shower: = 17 gallons
- **1 Washload of Clothes:** = 45 Gallons
- **1 Flush Toilet:** = 3-5 gallons