



NAVAJO WESTERN WATER DISTRICT
705 Navajo Road; Walsenburg, CO 81089

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

August 25, 2025

To: Navajo Western Water District Customers

There have been some changes to the Board of Directors, effective the July 2025 BOD Meeting. At that time, James Bierly was added to the Board as a new Director. Rick Williams is the new Vice President and Vanna Morningstar is the new Treasurer. (The two have changed roles on the Board.)

Just a reminder regarding your monthly water bill: Billing is done at the end of the month (for the previous month), and payment is due by the 28th of the month. **Late charges are incurred after the 25th of each month.**

- If you pay by credit card you are charged a 3% convenience fee or \$2.00, whichever is higher, for either an online payment or in-person payment. This fee is processed under a government account. *NWWD does not receive any funds from this service fee from the credit card processing companies.*
- If you pay with a debit card, it will be treated as a credit card and is subject to a convenience fee as well.

The Black Drop Box (the drive-up box) which was located on the railing of the NWWD Office has been removed. The White Drop Box is located on the outside of the building under the cover of the porch, as the checks were getting wet inside the box when it rained or snowed. We are sorry for any inconvenience this may have caused.

The office staff have recently revised and updated the Rules and Regulations for the Navajo Western Water District, effective immediately. The new Rules and Regulations will be posted on the NWWD website and are also available at the NWWD office. If you would like a copy of the revised Rules and Regulations for Navajo Western Water District, please stop into the office, or send us an email, and we would be happy to get a copy to you.

Navajo Western Water District has changed the title of Abandoned Meter to "Locked Meter Maintenance Fee". A Locked Meter is when the water has been turned off and locked because the owner has passed away, or the owner(s) are selling property and will not be returning at any time before the new owners take possession of the property. An application is required to request a change in the status of the tap. The Locked Meter Maintenance Fee is charged because the lines are still maintained on the Navajo Western Water District side of the tap. The fee is currently \$10 (subject to change if new rates are approved). There is also a \$5 Loan Service Fee, which every property with a tap must pay. This means that the total fee for a Locked Meter will be \$15 a month. In the case of the death of the property owner, the family or manager of the estate needs to complete an application to lock the meter. The \$15 fee will then be charged to the estate, until which time the property is sold. Until the application is filed with the Navajo Western Water District, the base water fee and loan service fee will be charged, which is currently a minimum of \$50 (subject to change upon approval of a water rate change).

NWWD staff are looking into ways to communicate with our customers in the case of a water emergency (ex. broken water main, water contamination, etc.). We are hoping to have a new procedure in place as soon as possible to help keep customers abreast of any issues the NWWD is experiencing.

JADE Communications has almost completed wiring internet service for the Estates and Resorts. The workers have begun splicing and connecting homes who have already signed up for service. This has been going well, and everyone who has signed up should be connected in the very near future.

WATER OPERATIONS

Update from Dave Rabideau, NWWD Water Operator

As stated in your June bill, our yearly CCR water quality reports are available to view online. Additionally, they are posted on our office bulletin board. If you experience issues downloading the reports from our website, please contact me and I will gladly send you a copy via email. Over the past six months, we have tackled several system repairs. We have also performed multiple flushing exercises. Subsequently, I'm hearing several complaints regarding air bubbles. If you are experiencing this issue, try opening all the faucets in your home and let the water run for 5 minutes or so. This has historically worked in the past but may need to be done a few times for residents who use very little water. I appreciate all of you for your patience and understanding while we performed our recent system repairs. I'm working toward a solution that will help inform residents of the occurrences in a timelier fashion. **Please reach out to me if you have any questions, comments or concerns regarding our water. You can reach me at the office at (719)738-3130 or after-hours emergency phone (719)989-8191.** If I don't have an immediate answer, I will be happy to get one for you! Lastly, if you experience any leaks or have any plumbing repairs performed, please let me know so I can inform you of any substantial water loss. Thank you all again! Dave Rabideau (ORC, NWWD)

WATER OVERAGES

Water Overages can be caused by dripping faucets, leaking toilets, unattended water hoses, etc. *Attached please find Water Leak Statistics.* If you suspect a possible leak, please notify Dave Rabideau, our Water Operator, as soon as possible at the NWWD Office (719)738-3130 or after-hours (719)989-8191. (Water Operations staff are on-call).

If you are renting your home in Navajo, please contact the NWWD Office. We will need information pertaining to the billing.

When you are selling or purchasing a home in Navajo, please contact the NWWD Office when you are selling your property/home or purchasing a property/home in Navajo. This will assist the office staff with keeping the accounts updated/current.

Respectfully,

NAVAJO WESTERN WATER DISTRICT BOARD OF DIRECTORS

Attachment



WATER STATISTICS

Leaks

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