



647 North 7th Street
Montrose, CO 81401
(970)249-3369

Acct #

Will be available online after:

Customer Information Sheet

1. Upon the sale of property with established water use right, Tri-County tap ownership will be transferred to the new owner. District records are updated with the information supplied on the District's ownership transfer form and a copy of the Warranty Deed or other proof of ownership is required. A service fee of \$20 is assessed to the new owners account. **New owners should verify the District has correct contact information including a phone number and email address.** All charges incurred are a lien upon the property the tap serves and are not transferable. A final bill can be furnished with 24 hour notice to the District.
2. EVERY inhabitable dwelling capable of independent living must pay a plant investment fee to receive water service as outlined in the District's Operating Policy (Section 6., Meter Requirements). The District will determine tap size based on the customers flow requirements. Tap fees are based on size and fee schedules are available upon request.
3. From the date of purchase of a water use right (tap), customers will be billed according to the rate schedule.

4. Water Rate Schedule (Bi-Monthly):

💧 Residential Base Rate	\$ 18.00 (standard meter)
💧 Demand Base Rate	\$ 50.00 (1" meter and larger)
💧 Rate per 1000 Gallons	\$ 3.70
💧 Pumping	\$.40 per 1000 gal per pump level

Payments may be made at the District office, by mail, or online at www.tricountywater.org.

Accepted forms of payments for base and water use are check, money order, EFT, Visa, Master Card, and Discover. For convenience, paperless billing and autopay are offered.

5. If a tap is locked due to delinquency of account, all charges to date must be paid to reinstate service.
6. At a customer's written request and to protect the meter setting, Tri-County Water will turn off, drain, and seal inactive meters. Please allow a minimum notice of 2 working days to reactivate water service.
7. The District is responsible for operation and maintenance of facilities to and through the meter pit. The owner is responsible for all private service facilities beyond the meter pit including their pressure regulator, if needed. The District's water system spans more than 3000 feet in elevation and can experience pressures ranging from 20 to 200 psi. Customers are encouraged to install a private pressure regulator to protect the service line and structure from occasional pressure surges. Some services installed prior to 1997 include a regulator in the District's pit. Upon failure of this regulator, the District will replace it with a temporary regulator for a period of 60 days to allow the owner an opportunity to install a regulator in a private pit or in the house. The owner shall have sole responsibility for operation, maintenance, and replacement of the regulator thereafter. Private pressure regulators are NOT allowed in the District's meter pit. The District is not responsible for any damage caused by pressure fluctuation. If you are experiencing any problems, please call our office.

8. The District can determine available pressure and flow prior to design and installation of a lawn watering system. All sprinkler systems must connect outside the meter pit and have a pressure vacuum breaker or reduced pressure assembly backflow prevention device appropriately installed in their system. Please contact the District office for more information. Further, designated customers who pose a higher risk to the public water supply are responsible to maintain backflow prevention devices as required by state law. The State of Colorado requires annual testing of all backflow devices.
9. TCW strictly prohibits cross connections with any other water source of any kind. Any violation could result in termination of service.
10. The District will assist customers in the preliminary investigation of private service problems, if requested. If additional assistance or a repair is needed on the customer's side of the meter, the customer will need to hire a private consultant or contractor for assistance. Tri-County Water is not responsible for location of private service lines, therefore, we recommend you locate and keep a record of the placement of your service line(s).
11. The most common points of loss or waste in an individual's water system are leaking fixtures such as toilets, faucets, and yard hydrants. Please check your fixtures periodically to prevent unnecessary water loss and expenses.
12. Current Fee Schedule:

💧 Service Fee	- \$ 20
💧 Delinquent Notices	- \$ 5
💧 Delinquent Fee	- \$ 30
💧 Returned Check or EFT	- \$ 25
💧 Pressure Regulator Fee	- \$ 50 (<i>per billing cycle – not to exceed 5 cycles</i>)
💧 Meter Tampering/Damage to service	- All Costs (<i>\$200 Minimum</i>)
💧 Cut Lock Fee	- All Costs (<i>\$100 Minimum</i>)
💧 Reassignment of Uninstalled Meter	- \$ 500 (<i>District approval required</i>)
💧 Limited Use Tap Conversion	- \$ 2549.00
13. Household water heaters can increase internal pressure which may cause the pressure relief valve on the water heater to discharge. Appropriate measures should be taken to alleviate internal pressure problems in the home.
14. The District's water system is designed for domestic water service only. Fire hydrants located on the system may not provide adequate flow for fire protection.
15. All District policies, fees, and rates are subject to change by the Board of Directors without notice.
16. For **EMERGENCY AFTER HOURS**, please call 249-3369 and our answering service will notify appropriate District staff.