

BOARD OF WATER WORKS SERVICE INFORMATION

The Board of Water Works Business Office is located at 319 W. 4th Street.
Customer hours are 8:00 a.m. to 4:30 p.m. Monday through Friday.
For Customer Service, Billing, Credit & Collections call **(719) 584-0250**.
For emergencies and after hours service call **(719) 543-2217**.

Accounts are billed monthly, bills are due upon receipt and become delinquent if not paid within twenty days of bill date. Rules, regulations and rates of the Board of Water Works of Pueblo, Colorado are available for public inspection at the Business Office during regular business hours or at **www.pueblowater.org**.

The Board of Water Works complies with all laws that prohibit discrimination of race, color, national origin or age.

When you provide a check as payment, you authorize us to use information from your check to make a one-time electronic fund transfer from your account. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

***CITY OF PUEBLO UTILITY CHARGES**

Wastewater (sewer) charge is based on the average monthly water use from your December billing date through your February billing date.

Water usage during other months of the year has NO affect on sewer charges.

Stormwater charge is based on the square footage of impervious area of the billed address.

The Board of Water Works bills and collects charges for both Wastewater and Stormwater utilities on behalf of the City of Pueblo.

Questions regarding the City’s utility enterprises and service charges may be addressed to:

City of Pueblo Wastewater Department (719) 553-2898
City of Pueblo Stormwater Department (719) 553-2899

SIGN UP FOR E-BILLING – Once you sign up for E-billing, you receive both your paper bill and an electronic bill via email for two months. After that, the paper bill stops and you receive only the E-bill. You receive an email alert when your bill is ready to view so you can download and print your billing statement if you wish. Mail delays are avoided and we save paper and the cost of mailing a bill. You may continue to pay your bill any way you choose – by mail, over the phone, online, or in person. Check the box on the front of this bill and provide your email address (below) to enroll in E-billing.

Scan QR code to get the FREE Pueblo Water app to pay your bill and manage your account on your mobile device.



NEW MAILING ADDRESS, PHONE NUMBER OR EMAIL ADDRESS

Mark the box on the front of this form for quicker processing, and fill in your new information below:

