

# Customer Information Guide



## Mission Statement

The Board of Water Works of Pueblo is committed to providing the highest quality of water at the lowest possible cost.

We are equally committed to the workforce that helps achieve that goal.

We strive to create and maintain a professional environment that encourages and recognizes teamwork, individual contribution and the integrity of each employee while providing the opportunity for each employee to grow within the organization.

## Customer Service Mission

**The Mission** of the Customer Service Department of Pueblo Water is to responsibly provide our customers with a friendly and professional customer service experience while exceeding expectations.

**Our Vision of Success** is to deliver a culture of teamwork while providing consistent, responsive service with simplicity and integrity for our customers with a passion for excellence.

**We Value-** Respect, Patience, Consideration and Accuracy.

## Welcome to the Pueblo Water System

Pueblo's water supply originates high in the Rocky Mountains above Leadville, Colorado. Water from these high mountain watersheds flows into canals, creeks and streams and eventually into the Arkansas River. Our water is then diverted via pipeline from Pueblo Reservoir to the Whitlock Treatment Plant where it is treated and filtered. The finished water is pumped through a system of transmission mains to various storage tanks and pump stations throughout the city. Water flows from these pump stations through a cast network of approximately 559 miles of water mains to the homes and businesses of Pueblo. This water treatment and distribution continues 24 hours a day, 365 days a year.

## Billing Information

Water meters owned and maintained by Pueblo Water are read monthly. The water service line from the water main to the premise is owned and maintained by the property owner. Bills for water service are issued a few days after the meter is read. The amount owed is due upon issuance of a bill, delinquent if not paid within 20 days. Accounts that become 35 days delinquent will receive a notice of discontinuance. Customers have 7 days from issuance of a shut off notice to bring the account current and avoid discontinuance of service.

## Water Quality

Pueblo Water prides itself on supplying high quality water to our customers. We consistently test our water to ensure that our water is meeting the highest standards possible. For more information on water quality, checkout our [Consumer Confidence Report](#).<sup>i</sup>

## Water Rates

Water rates are billed per 1,000 gallons of use and include a monthly minimum charge that covers your first 2,000 gallons of use based on your meter size. For more information on rates, see the links below:  
[Inside City Water Rates Effective 01/16](#)<sup>ii</sup>  
[Outside City Water Rates Effective 01/16](#)<sup>iii</sup>

## Contact Us!

If you have a question regarding your bill please visit us in person or online at [www.pueblowater.org](http://www.pueblowater.org)

Call us during normal business hours at 719-584-0250.

If you have an emergency you may call us 24/7 at 719-543-2217.



**Business Office-** 319 W 4<sup>th</sup> Street Pueblo, CO 81003

**8:00am- 4:30pm M-F.** We are closed on holidays.

**General Correspondence:** P.O. Box 400 Pueblo, CO 81002-0400

**Remittance:** P.O. Box 755 Pueblo, CO 81002-0755

## Service Deposits

Service deposits may be requested of residential & commercial customers. Deposits are based on the average cost of three months of water service for the location to be served. Deposits start at \$75. Deposits are held for no less than twelve months to guarantee payment of all bills assessed to a property by Pueblo Water. After twelve months, deposits will be reviewed for return. To receive a refund, the account must have been in good standing for all twelve months in which the deposit was held.

## Service Fees

### Turn On Fee- \$20

- If water is shut-off due to nonpayment, the customer must pay a turn on fee before service can be reinstated.

### Returned Payment- \$15

- If a customer's payment is returned for any reason, they will be required to pay a return payment fee.

### Field Collection- \$10

- If a service worker collects an account balance at the customer's property, they will be required to pay a field collection fee.

### Missed Appointment Fee- \$20

- If a customer misses an appointment with one of our service workers, they will be required to pay a missed appointment fee.

## Sewer & Storm Water Charges

Pueblo Water and the City of Pueblo work together to make bill payment as easy as possible for customers. Pueblo Water collects sewer & storm water fees on behalf of the city. Sewer rates are based on the average consumption of water during a two month period (December-February based on your billing cycle). Storm water charges are based on the impervious area of your property that allows for runoff.

### For questions regarding sewer & stormwater:

[City of Pueblo](http://www.pueblo.gov)<sup>iv</sup> Waste Water 719-553-2898  
Storm Water 719-553-2899

## Payment Options

**Online-** You may set up an online account in order to view your payment and account history. You may also set up flexible payments via credit or debit card or schedule a one-time payment. [Click here](#)<sup>v</sup> to make an online account.

**E-Z Pay-** Enroll your checking or savings account for automatic monthly payments on the due date of the bill. [Click here](#)<sup>vi</sup> to apply.

**Mail-** Pueblo Water provides customers with a preaddressed envelope for mailing checks. If you no longer have the provided envelope, mail items to the remittance address listed previously. **Pueblo Water does not recommend sending cash payments through the mail.**

**Pay in Person-** Stop in and see us during our business hours to make a payment in person.

**Pay by Phone-** Call us at 719-584-0250 (option 1) to make a payment over the phone.

**Pay a Shut off Notice-** You can make your payment in our office, over the phone or via our online bill payment portal by 4pm of the date provided in the notice.

**Payments for delinquent notices should NOT be paid at a third party location or using your bank's online bill pay program.** Payments made at Wal-Mart, King Soopers and other third party locations take 3-5 business days to post and will not keep your service from being disconnected.

**If your water service has been disconnected, payment can ONLY be made at our business office.**



<sup>i</sup> <http://www.pueblowater.org/images/pdfs/CCR2016.pdf>

<sup>ii</sup> [http://www.pueblowater.org/images/pdfs/files/RulesRegs\\_AppendixA2016.pdf](http://www.pueblowater.org/images/pdfs/files/RulesRegs_AppendixA2016.pdf)

<sup>iii</sup> [http://www.pueblowater.org/images/pdfs/files/RulesRegs\\_Appendix\\_B2016.pdf](http://www.pueblowater.org/images/pdfs/files/RulesRegs_Appendix_B2016.pdf)

<sup>iv</sup> <http://www.pueblo.gov>

<sup>v</sup> <https://ipn.paymentus.com/cp/bwww>

<sup>vi</sup> <https://pueblowater.info/ezpay/EZPayAppl.aspx>