



## WASTEWATER ADJUSTMENTS

The City of Pueblo and Board of Water Works are pleased to announce a program designed to make it easier for our customers to file for adjustments to their annual wastewater consumption charge.

Here's how it works:

Your wastewater monitoring period begins on the day your water meter is read during the month of December and ends with the date your water meter is read in February. You will find these dates printed on your water bill. The average amount of water used during these two months is assumed to be the amount of water you will use indoors year round, so is used by the City of Pueblo as the level for your sewer (wastewater) billing for the rest of the year.

If you would like to water your landscaping during the wastewater adjustment period or if you experience a leak in your home's water system that results in higher water use than is normal for the winter period, you may file for an adjustment equal to the approximate consumption used outside your home for irrigation or lost to leakage.

You may file for either an individual adjustment for each month of the billing period or a combined adjustment for both months.

Simply follow these straightforward steps to apply for an adjustment:

- ✓ Go to [www.pueblowater.org](http://www.pueblowater.org) and click on "Wastewater Adjustment."
- ✓ Submit your Customer ID.
- ✓ Review your name and service address.
- ✓ Enter the number of household members at the address.
- ✓ Enter the reason you are requesting an adjustment e.g., irrigated lawn or leak.
- ✓ Enter the dates you irrigated or experienced a leak.
- ✓ Click on "Submit" to finish.

The City Wastewater department will review your request. Once it is approved, the Board of Water Works will adjust the sewer billing amount for your account on the March water bill. It is important to note that, prior to the adjustment appearing on your March bill, your January and February bills will reflect an amount due corresponding to the actual consumption during those months.

If you have any questions, please contact a Customer Service Representative at 719-584-0250.