

North Table Mountain Report – February 2017

www.NTMWater.org

Water Efficiency Plan

Water providers who annually supply over 650 million gallons of water to retail customers each year are required to submit a Water Efficiency Plan (Plan) to the State Office of Water Conservation. Colorado's

population is expected to grow to 7.9 million by 2040, a 46% increase from the 2014 population estimate of 5.4 million. Most of the state's growth is expected to occur along the Front Range. This is leading to increased concerns about the availability of water supplies as well as costs. Water conservation is extremely important to preserve our water supply. NTM recognizes that a well-developed Plan will help manage current demands and ensure the long-term adequacy of our water supply.

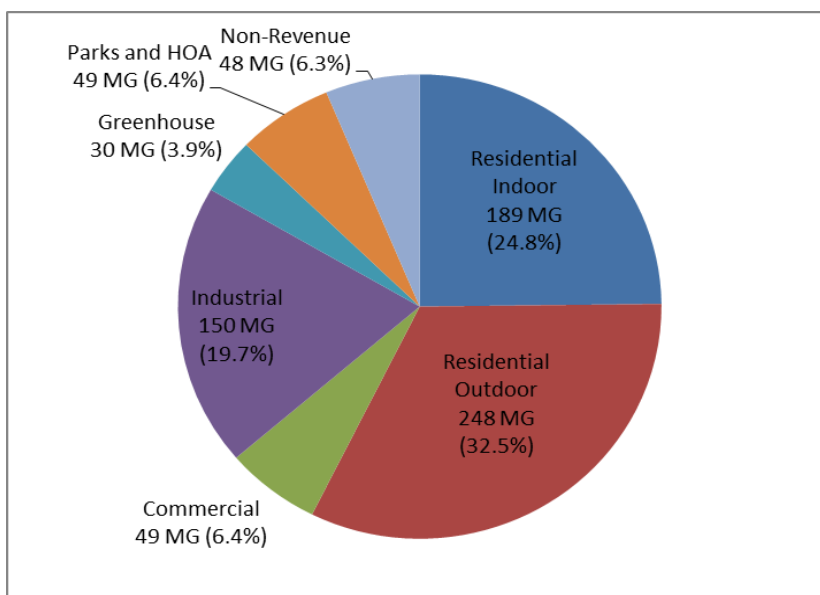
We would like to hear from you regarding our Plan. A draft of the Plan will be available for review at NTM's office

throughout the month of February and will be posted at www.ntmwater.org. Please share your ideas now, if you would like, by e-mailing us at conservation@ntmwater.org or leaving a message at 303-279-2854 ext. 333.

The Plan will evaluate the following programs:

- Water efficient fixtures and appliances (toilets, showerheads, faucets, etc.);
- Water efficient landscaping and irrigation systems;
- Distribution system leak identification and repair;
- Education materials;
- Rate structures and billing systems designed to encourage wise water use;
- Regulations designed to encourage water conservation.

2015 Water Use



Note: "Non-Revenue" water includes water lost to leaks, system flushing, sampling, new water main construction activities, evaporation at the treatment plant, etc. The national accepted average is about 12%.

WATER SERVICE LINE INSURANCE.....*SHOULD I BUY IT?*

A number of our customers have reported receiving offers in the mail for water service line insurance offered through AARP and Homeserve USA. You may be wondering to yourself, do I need this insurance?

The offers that we have read cover only the repair of water service lines and not sewer service lines. The District rules state that the District is responsible for repairs of the water service line up and to the meter, which is typically located at the customer's property line. The customer is responsible for repairs beyond the meter up and through the house. In our experience, water service lines are very reliable. According to the U.S. Department of Housing and Urban Development copper piping has a service life of 50 plus years. Most of our customers have issues with their sewer service lines which does not appear to be covered by this insurance.

According to the Better Business Bureau (BBB), Homeserve USA, the company that has been advertising the insurance, is based in Connecticut and is an accredited member of the BBB. The company does not appear to have a physical location in Colorado.

Homeserve USA contracts out the work for their service plans with local plumbers who they claim are licensed and insured.

If you receive a call or letter from this company or others like it, your BBB recommends:

- ✓ Review the water service line coverage details to be sure you understand the conditions under which their service plan applies.
- ✓ Coverage details and exclusions can be obtained by calling 1-888-752-6740 or by accessing the following website: www.homeserveusa.com.
- ✓ Should you have any outstanding complaints or concerns, it is suggested that you first contact the company at 1-888-696-152



Find a BBB Accredited Business contact:

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Denver, CO 80210
303.758.2100

www.bbb.org

Office hours M-F 8:00am to 4:00pm