



*Contact Information  
for the  
Board of Water Works  
of Pueblo, Colorado*

For routine bill-related questions:

*Billing Department*

**584-0203**

For questions related to past-due accounts:

*Customer Service Department*

**584-0208**

Online:

[www.pueblowater.org](http://www.pueblowater.org)

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**IMPORTANT NOTICE  
ABOUT YOUR  
WATER BILL**



## Board of Water Works of Pueblo, Colorado

319 W. 4th Street ▪ P.O. Box 400 ▪ Pueblo, Colorado 81002-0400 ▪ 719/584-0250

### Notice of Policy Change Utility Billing/Account Delinquency September 2005

To Our Valued Customers

August 2005

This notice is provided to inform you that Section 4.00 of the Board's Rules and Regulations, *Application For Service, Deposits and Billing* will change September 1, 2005 as approved by Board of Water Works Resolution 2005-5 dated April 19, 2005. The newly revised policy is available for your review in the Customer Service Department of the Board's Business Office located at 319 W. 4th Street, or on-line at [www.pueblowater.org](http://www.pueblowater.org).

Water meters owned and maintained by the Board of Water Works are read monthly. Bills for service are issued a few days after the meter is read. Bills are due upon receipt and become delinquent if not paid within 20 days.

#### Policy Changes Taking Effect September 1, 2005

- Accounts that become **35 days** delinquent (formerly 60 days) will receive a notice of discontinuance.
- Customers will have **7 days** (formerly 10 days) from issuance of notice of discontinuance to bring the account current and avoid interruption of service.
- The minimum security deposit will become **\$75.00** (formerly \$50.00).

The policy revisions will apply to all customers of the Board and were approved for implementation because significant revisions were necessary in modernizing billing and delinquency practices, to lower the dollar amount of delinquent bills for customers who encounter financial hardship, and to enhance payment assistance opportunities. *The majority of Water Works customers pay within terms monthly and will be unaffected by the policy revisions.*

For routine bill-related questions, contact the Billing Department, 584-0203.

For questions related to policy changes or past due accounts, contact the Customer Service Department at 584-0208.

**Por favor, si necesita ayuda con éste aviso, llame a la línea de asistencia sobre al agua – 584-0425.**