



Voluntary Drought Restrictions

PAWSD is implementing Voluntary Drought Restrictions per our 2020 Drought Management Plan. A Voluntary Drought Stage means PAWSD is encouraging customers to voluntarily reduce the amount of water they use. There are no mandatory water use restrictions in place and no changes to the billing structure. Drought mitigation is a concerted effort to use all water wisely so as to eliminate unnecessary waste. The State of Colorado's Drought Monitor lists our area of Archuleta County as being in an Extreme Drought, which is what triggered the Voluntary Drought Stage. Drought mitigation efforts are generally precautionary steps or actions taken prior to a drought situation to avoid or reduce the potential impacts. Water conservation is considered a form of drought mitigation.

PAWSD Lobby Closed to the Public

In light of the Covid-19 (Coronavirus) pandemic, PAWSD offices are closed to public visits until further notice. We can still help you by phone from 8:00 a.m. to 5:00 p.m. weekdays (except federal holidays). You can call the Office at 970-731-2691. The District continues to operate largely under its normal procedures, but has made the decision to close the office lobby to the public until further notice. No issues are foreseen in providing our customers with safe, clean drinking water. PAWSD is following strategies and measures recommended by the CDC and Public Health Departments. Payments may be made by using our online bill payment located on our website, or you may use the drop box located near the stone entrance sign to the PAWSD campus at 100 Lyn Ave.

Auto Pay: Sign Up Today... AND NEVER MISS ANOTHER PAYMENT!

It is hassle-free – set it up once and never think about your bills again.

It's Free!

Xpress Bill Pay does not charge you anything for the Auto Pay service.

Fast Setup

It takes only a couple of minutes to set up your Auto Pay. We make it simple, fast and easy!

Multiple Payment Methods

Use your credit/debit card or checking/savings account.

Regular Notifications

You will receive an email when your bills are ready and when they are paid. No need to respond to these emails – we just want to keep you informed.

Choose the Amount

You decide if you want to pay the bill in full or a specific amount. It's nice to be in charge.

Backup Payment Methods

You can pay by direct bank withdrawal using a checking/savings account or a credit/debit card. Set up a few backup methods in case your primary method has issues.

Avoid Expired Credit/Debit Cards

If paying with a credit/debit card as your primary or backup method, we notify you via email 30 days before your card expires.

Total Control

You are in total control of your finances. You can stop and start Auto Pay at any time.

WATER TURN-ON RELEASE AGREEMENT

Pagosa Area Water & Sanitation District (District) highly recommends that customers who plan on being away from their homes or businesses for any length of time, have District personnel turn off their water service at the meter pit. During regular business hours, 8:00 am – 4:00 pm 7 days a week, the District will perform this service, as well as turning the meter back on free of charge. After hours requests will result in an after-hours charge (currently \$80.00) per occurrence. The District requires a minimum of 1 business day to schedule these requests. In an effort to schedule request efficiently, the District is only able to provide a date and general time frame for honoring turn-on/turn-off requests. Only district personnel are authorized to turn on and off water meters. As stated in the District's Rules and Regulations dated January 2020, Section 13.3.4: Any person who tampers with a District water meter or the District's wastewater system may be penalized up to five hundred dollars (\$500.00), plus any amounts necessary to repair damage to such water meter or wastewater system.

Unless you have agreed to and submitted the Water Service Turn-On Release Agreement with the District, either the customer or a representative over the age of 18 must be present at the home or business when the water service is turned on. The Water Service Turn-on Release Agreement and other useful forms can be found at www.PAWSD.org/customer-care or you can call 970-731-2691 to reach a Utility Accounts Agent or you can send an email to info@pawsd.org. Emails will be responded to within 1 Business Day.

YOU can make a difference!

If you would like to see something specific for the newsletter, contact us at info@pawsd.org

Please ensure that the District has your current contact information including phone numbers and email addresses. In case of a leak, our AquaHawk Alerting System will attempt to contact you with the contact information we have on file. If AquaHawk is unable to contact you, it may result in wasted water, possible property damage and higher costs to you.



Pagosa Area Water and Sanitation District

100 Lyn Avenue
Pagosa Springs, CO 81147
(970)-731-2691 Emergency After Hours #: (970)-731-9491

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