



## 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](http://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](mailto:info@pawsd.org). Emails will be responded to within 1 Business Day.

## COVID – 19

As the Corona Virus spreads, then ebbs, then spreads again there is much well deserved accolades for EMT's paramedics, fire fighters, grocery store workers, nurses and police officers. These vocations deserve respect and praise as they attend to their jobs day in and day out regardless of the risks involved.

However, there is no public praise for utility workers who also go to work every day regardless of weather, risk or viral outbreaks. Utility workers are victims of their own success. It has become very rare for any utility to be off for an extended period of time. This consistency in service is not by random chance. These highly skilled hardworking utility workers have become so adept at assuring our water is clean and flowing, electricity is always right behind the wall switch, gas is keeping our houses warm and meals hot, and communication lines are open, that we all take these modern conveniences for granted. There are a lot of moving parts in the utility infrastructure. These parts need continuous monitoring, repair, replacement and updating. Without the continued diligence of our utility workers we would not have the hot clean water we need to wash our hands, the electricity needed to light up our hospitals or keep Netflix streaming onto our television screens and pipes that take our waste away to be treated and safely discharged back into the environment.

Fortunately our utility workers are willing to be the unsung heroes, continuously working to minimize any disruptions in everyone's lives, working behind the scenes to keep you safe, warm and even entertained. Our utility workers deserve the same praise and respect as other public servants who have and continue to persevere through this pandemic. Fortunately for all of us our utility workers will continue to do their jobs even in the absence of public recognition.

### YOU can make a difference!

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