

Town of Monument Water Department
The H₂O Flow



Welcome!

We are pleased to have you as a customer. Our goal is to provide our customers with safe and reliable water for their homes and businesses. We continually provide high quality water service to over 1,200 customers from 9 different groundwater wells. Our staff is comprised of dedicated State Certified Water Operators with combined experience of over 30 years.

Seasonal Lawn-Watering Restrictions

To lower the peak summer irrigation demands, lawn-watering restrictions are in place from **May 15th through September 30th**. During that timeframe, please adhere to the following schedule:

- ⇒ Even-Numbered Buildings: Tuesdays Thursdays & Saturdays
- ⇒ Odd-Numbered Buildings: Mondays Wednesdays & Fridays
- ⇒ No Watering on Sundays
- ⇒ Please Water Before 9 a.m. and After 5 p.m.

Customers with newly installed sod may obtain a sod permit to temporarily exempt them from lawn-watering restrictions.

Water Conservation Tips

- ⇒ Use a hand-held hose with a shut-off nozzle for watering outdoor plants, shrubs and trees.
- ⇒ Avoid using water to clean sidewalks, driveways and patios.
- ⇒ Check your toilets and fixtures for leaks.
- ⇒ Install water-saving shower heads or flow restrictors.
- ⇒ Wash only full loads in your washing machine.
- ⇒ Do not water on windy days.
- ⇒ Visit the **Waterwise Demonstration Garden** adjacent to the 3rd Street Santa Fe Trailhead to learn about plants and design concepts that use less water than traditional landscapes.

Water Billing Information

- Water payments are due by the 20th of each month.
- Online payments can be made at www.townofmonument.org.
- Payments can be made via check, cash or credit card at Town Hall (645 Beacon Lite Rd.) during normal business hours (Monday through Friday 8 a.m. to 5 p.m.)
- Payment drop boxes are available at Town Hall and the Tri-Lakes Chamber of Commerce & Visitor Center (66 2nd St.)
- Paperless billing and automatic payments via checking, savings, credit or debit card, PayPal & Venmo) are available through paymentservicenetwork.com.
- Automatic payment is available through ACH.

Contact Us

Phone: (719)481-2954

Email: waterbilling@tomgov.org

www.townofmonument.org/149/Water-Department

Water Rates and Fees

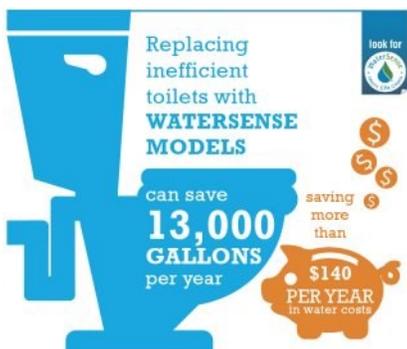
Base Rate		Volumetric Rate Per Gallon for Residential/Commercial		Fees	
Meter Size	2022	Usage in Gallons	2022		
¾"	\$ 28.08	0 – 3,000g	\$0.011	Shut Off Notice Fee (effective upon issuance of notice)	\$20
1"	\$ 50.00	3,001-6,000g	\$0.012	First Time Shut Off	\$50
1 ½"	\$ 112.35	6,001-12,000g	\$0.013	Second Time Shut Off (within one year from first shut off)	\$100
2"	\$ 199.69	12,001-24,000g	\$0.014	Third Time Shut Off (within one year from first shut off)	\$150
3"	\$ 449.36	24,001g+	\$0.015	Late Payment Fees	\$12.50
4"	\$ 798.73				

Town of Monument Rebate Program

The Town of Monument is proud to offer rebates to qualifying water customers for the purchase and installation of WaterSense certified toilets, WaterSense certified smart irrigation controllers, and rain collection barrels.

Toilets are by far the main source of water use in the home, accounting for nearly 30 percent of an average home's indoor water consumption. Older, inefficient toilets that use as much as 6 gallons per flush also happen to be a major source of wasted water in many homes.

Residential outdoor water use in the United States accounts for nearly 8 billion gallons of water each day, mainly for landscape irrigation. Experts estimate that as much as 50 percent of this water is wasted due to overwatering caused by inefficiencies in irrigation methods and systems. WaterSense labeled irrigation controllers can significantly reduce over-watering by applying water only when plants need it.



Rebate Program Rules & Qualifications

- Town of Monument water customers only.
- Customer account must be current—applicants with a past due balance will be denied.
- The qualification checklist must be completed and submitted with the applicable receipts in order to receive the rebate.
- The products must be purchased between 01/01/2022 & 12/31/2022.
- The total of all rebates per account is limited to \$150.
- The \$50 WaterSense certified toilet rebate is limited to one per account.
- The \$100 WaterSense certified smart irrigation controller rebate is limited to one per account.
- The \$50 rain collection barrel rebate is limited to two barrels per account.