

## WATER METERS AND SERVICE

### Locate Your Water Meter

Water meter pits are typically located in the city-owned area between the sidewalk and the curb. The pits are covered by round metal lids marked with a "Water Meter" imprint. City of Boulder vehicles drive past and collect water meter readings from radio transmitters inside the meter pits. Obstacles that may block the radio signals include building materials, foliage, and metal objects located between the street and the meter pit.

### Maintain Access to Your Water Meter

It is very important that customers maintain clear access to their water meters in the public right-of-way. As part of the city code, all city water customers are responsible for the upkeep of the area between their meter pit and the street.

Please assist us by trimming foliage and by clearing snow and ice from the lid of the meter pit. Maintain clear access at least three feet around the meter pit.

Maintain access to your water meter to assist us with:

- emergency shutoffs (such as frozen pipes) when you are away from home or are unable to turn off the water yourself; and
- emergency water meter maintenance.

If you do not maintain access to your water meter pit, it may delay emergency response times and end up costing you (and the city) more money.

To learn more, visit [boulderwater.net](http://boulderwater.net) or call 303-441-3260.



Water meters like the one shown here record your water use.

## STARTING AND STOPPING SERVICE

### Start Your Water Service

To start water service in the City of Boulder, please call the Utility Billing Office at 303- 441-3260. If you stop your service, you will receive a final meter reading and a final bill. There is a fee for special water meter readings. To turn off your service, visit: <https://tinyurl.com/turn-off-service>

### How to Shut Off Your Water in an Emergency

Know the location of the water shutoff valve inside your house (different from the water meter valve) and how to shut off water in case of an emergency, such as a broken or frozen water pipe. The shutoff valve may be located in a basement or crawl space. This knowledge can help prevent extensive and expensive damage to your property.

For after-hours emergencies, call 303-441-3249.

Do not attempt to open or access the meter pit for any reason. If you feel you need access, please call 303-441-3260

## WATER CONSERVATION

The city's Water Conservation Program works with customers to sustain Boulder's water supplies by reducing indoor and outdoor water use. To learn more, call 303-441-3203 or visit [bouldersaveswater.net](http://bouldersaveswater.net).



### Check for Leaks. Save Water and Money!

A single leaking toilet can waste up to 500 gallons of water per day. You can reduce your water bill and conserve water by checking for and fixing leaks inside and outside of your property.

### Identify Leaks

INSIDE	CHECK FOR LEAKS	POSSIBLE REMEDY
Toilets	Slow to fill; water running	Replace toilet or parts
Faucets	Drips from spout or handle	Fix faucet stem seat/replace cartridge
Clothes Washer	Standing water; rust stains	Check/replace hose connections
Hot Water Heater	Water drains constantly	Check/replace the pressure relief valve

OUTSIDE	CHECK FOR LEAKS	POSSIBLE REMEDY
Irrigation System	Soggy wet turf (grass)	<ul style="list-style-type: none"> <li>• Reduce run times on control clock</li> <li>• Repair leaks</li> <li>• Make sure sprinkler heads are working properly - for more info visit <a href="http://bouldersaveswater.net">bouldersaveswater.net</a></li> </ul>

## UTILITY BILLING INFORMATION

**Contact Utility Billing**  
Phone: 303-441-3260  
Email: [utb@bouldercolorado.gov](mailto:utb@bouldercolorado.gov)

**Mailing Address**  
City of Boulder  
Utility Billing Office  
P.O. Box 734774  
Dallas, TX 75373-4774

**Office Hours**  
9 a.m. to 4 p.m., Monday to Friday  
(Closed 3 to 4 p.m. every Thursday)

**Website**  
[BoulderWater.net](http://BoulderWater.net)  
[MyBoulderUtilityBill.BoulderColorado.gov](http://MyBoulderUtilityBill.BoulderColorado.gov)

## GENERAL INFORMATION

After Hours Emergencies 303-441-3249  
Water Main Breaks 303-413-7100  
Rusty Water 303-413-7400  
Water Conservation 303-441-3203

City of Boulder: [bouldercolorado.gov](http://bouldercolorado.gov)  
Utilities: [boulderwater.net](http://boulderwater.net)

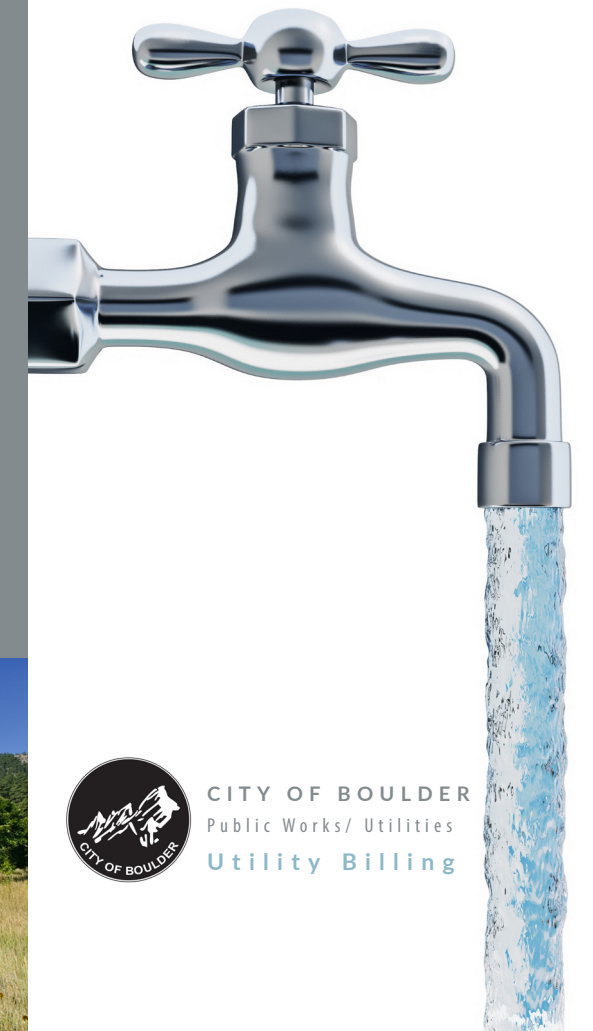
Water Conservation Program: [bouldersaveswater.net](http://bouldersaveswater.net)  
Keep It Clean Partnership: [keepitcleanpartnership.org](http://keepitcleanpartnership.org)  
Water Quality Annual Report: [boulderwater.net](http://boulderwater.net)  
Inquire Boulder - to report an issue or ask a question: [inquireboulder.com](http://inquireboulder.com)



# CITY OF BOULDER UTILITY BILLING

## CUSTOMER QUICK GUIDE

The City of Boulder's Utility Billing Office strives to provide quality assistance and the answers you need.



CITY OF BOULDER  
Public Works/ Utilities  
Utility Billing

## OPTIONS FOR PAYING YOUR BILL

Pay Online	Pay your bill online at <a href="http://boulderwater.net">boulderwater.net</a>
Pay by Phone	Call 888-601-3012 to pay your bill using a credit or debit card.
Pay by Mail	Mail your check payment using the return envelope provided.
Automated Payments/ACH	You can set up payments that are automatically withdrawn from your checking or savings account, or your credit or debit card, ten days after the billing date each month. Visit <a href="http://BoulderWater.net">BoulderWater.net</a> .

Charges for water, wastewater and stormwater services are billed to Boulder utility customers each month. Customer billing dates are determined by the area of town where the customer's property is located and by when the meter is read. All payments are due within ten days after receiving a utility bill.



### Want to Access Your Bill Online?

Go to [MyBoulderUtilityBill.BoulderColorado.gov](http://MyBoulderUtilityBill.BoulderColorado.gov) to access bill information after receipt of your first bill:

- Pay utility bills online by Visa, MasterCard, Discover or American Express;
- Sign up to receive electronic bills instead of paper copies;
- View water usage history and budget information; and
- Access convenient links to city news and water conservation information.

To access your account information online, you will need your account and customer numbers (including the leading zeros). These numbers are listed at the top of your water utility bill.

In case of financial hardship, contact the Utility Billing Office to request arrangements for an extended payment term. If utility charges remain unpaid, water service may be discontinued. Utility Billing staff will work with you to help maintain your water service during periods of financial hardship. In 2023, ARPA funds may be available to help those experiencing financial hardship due to COVID-19. Many local organizations are directly helping our community members experiencing financial hardship. Visit [boulderwater.net](http://boulderwater.net) for a list of local organizations.

## KNOW YOUR WATER BUDGET

The City of Boulder has a water rate structure that uses "water budgets." Your water budget is the amount of water you are expected to use during a specific month. Water budgets vary monthly based on seasonal outdoor watering needs. No matter what your water budget is, you will only be billed for the water you use.

Your utility bill includes a graph that shows your monthly water use compared to your monthly water budget. This graph will show whether your actual water use was above, below, or equal to your monthly water budget.

The water budget only applies to water use charges and does not include other costs such as wastewater, stormwater, other fees, etc.

Water budgets help promote water conservation. If you stay within your budget, you pay less for the water you use. If you exceed your budget, you pay more for the water you use.

Billing Block	2023 Rates (Per 1,000 Gallons)	Percent of Budget
Block 1	\$4.47 (3/4 of the base rate)	0 to 60%
Block 2	\$5.97 (The base rate)	61 to 100%
Block 3	\$11.93 (2 times the base rate)	101 to 150%
Block 4	\$17.90 (3 times the base rate)	151 to 200%
Block 5	\$29.83 (5 times the base rate)	Greater than 200%

### Wastewater and Stormwater Charges

Wastewater quantity charges for residential customers are billed based on Average Winter Consumption (average use from December through March) or actual water use, whichever is less. The wastewater service charge is set at a fixed monthly rate based on your meter size. Non-residential customers are billed according to their water budget option.

The stormwater/flood management fee is a fixed monthly charge for customers within the city limits. Single-family residential customers pay a fee based on their lot size. All other customers' fees are individually calculated based on the impervious (driveways, parking lots, etc.) square footage of their lot. This fee is used to support flood hazard and stormwater quality education programs, water quality monitoring, regulatory compliance, and infrastructure maintenance and improvements.

## READING YOUR BOULDER WATER BILL

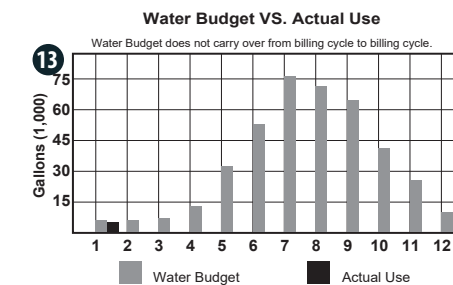
- Account Number applies to a specific service location (customers may have more than one account).
- Customer Class is your account type (single-family residential, multi-family residential, commercial/industrial, irrigation).
- Previous and Present Reading Dates are the dates your meter was read and the meter reads on those dates.
- Days Billed is the number of days in your current billing cycle.
- Water Service Charge is a fixed monthly charge for water service and is based on your meter size.
- The numbers in the left column under "Water Service Charge" represent how many gallons are allotted for each of the five billing blocks.
- Rate/1,000 Gallons is the second column that shows the rate charged per 1,000 gallons of water within each of the five billing blocks.
- Used 1,000 Gallons is the third column that shows how many gallons (in thousands) you used in each billing block during the current billing cycle.
- Wastewater Service Charge is a fixed monthly rate based on your meter size.
- Wastewater is the amount of wastewater (in 1,000 gallons) you used during this billing cycle and the correlating charge.
- Customers inside the city limits pay a Stormwater/Flood Mgmt fixed service charge and an area charge based on either total lot size or impervious area, depending on customer class.
- Additional charges or fees would be listed in this space.
- The Water Budget chart compares your water budget (gray) to your actual usage (black) for each billing cycle. The numbers at the bottom represent the billing periods.
- Current Use is the number of gallons (in thousands) of water that you used during this billing cycle.
- Use Last Year indicates how much water you used during the same billing cycle last year.
- Continuous use detected means your meter detected at least one 24-hr period of water running continuously through the meter. This may indicate you have a leak. Please visit [www.boulderwater.net](http://www.boulderwater.net) for tips on finding a leak or call a licensed plumber to assist.
- Budget This Bill Cycle is your water budget for this billing cycle.
- Average Winter Consumption (AWC) is the average of the amount of water use billed on the December through March bills, which provides a basis for calculating your wastewater charges during the rest of the year. Wastewater quantity charges for residential customers are billed based on the AWC or actual water use, whichever is less.

Customer No.: 000123X Account No.: 000004567Y Service Location: 1234 Boulder Ave  
 Customer Class: Single Family Inside/Outside City: Inside Meter Size: 3/4"  
 Previous Reading Date: 1/24/23 Present Reading Date: 2/23/23 Previous Meter Reading: 643 Present Meter Reading: 646  
 Days Billed: 30

Service	Rate/1,000 gal	Used 1,000 gal	Cost
Water Svc Charge			17.08
0 - 4,000 gal	4.47	2	8.94
4,001 - 6,000 gal	5.97	1	5.97
6,001 - 9,000 gal	11.93		0.00
9,001 - 12,000 gal	17.90		0.00
12,001 +	29.83		0.00
Wastewater Svc Charge			14.18
Wastewater	7.30	5	36.50
Stormwater/Flood Svc			3.95
Stormwater/Flood			20.69

Total Water 31.99  
 Total Wastewater 50.68  
 Total Stormwater/Flood 24.64  
**Total Current Charges \$107.31**  
 Prior Balance 101.70  
 Payment Received -100.00

**Please Pay This Amount \$109.01**



Billing Questions: 303-441-3260  
 Emergencies: 303-441-3200

For more details about your bill:  
[bouldercolorado.gov/water](http://bouldercolorado.gov/water)

For automatic payment, visit [bouldercolorado.gov/water](http://bouldercolorado.gov/water). To view your account and pay your bill visit [bouldercolorado.gov/water](http://bouldercolorado.gov/water).  
 Esta es informacion importante. Si no la pueden leer, necesitan que alguien se la traduzca.

PLEASE DETACH THIS PORTION AND RETURN WITH YOUR PAYMENT

Customer No.	Account No.	Due Date	Balance Forward	Amount Due	Amount Enclosed
000123X	000004567Y	03/2/23	\$1.70	\$109.01	\$

Make checks payable to: City of Boulder  
 Please write account number on check

Service Location: **1234 Boulder Ave**

Service Address Zip Code: **80304**

Utility Customer  
 1234 Boulder Ave  
 Boulder CO 80304-1212

1-86-2

**CITY OF BOULDER**



### Please Note:

ARE YOU WATER WISE?

When it comes to watering your lawn, less is more. Watering less often will make your lawn more drought-tolerant.

Learn more at:  
[bouldersaveswater.net](http://bouldersaveswater.net)

\*\* THANK YOU FOR YOUR PROMPT PAYMENT \*\*