



QUARTERLY NEWS

Q2 2024 - APRIL

FROM YOUR LOCAL WATER RECLAMATION SERVICES PROVIDER

DID YOU KNOW YOUR WASTEWATER SERVICE PROVIDER IS A SPECIAL DISTRICT?

Many of our customers are surprised to learn that we're not a part of any state, county, or city government. Instead, South Fort Collins Sanitation District (SFCSD) is what's called a special district—in essence, a kind of quasi-governmental board created under Colorado law to be a special-purpose government and operate as a stand-alone business-type activity. These can include utilities such as fire protection, ambulances, and, of course, water and sanitation.

Special districts hold elections to nominate their board of directors from members of the local service area. SFCSD has a five-person board of directors, all of whom are district customers themselves. The board operates specifically within the confines of our service area and focuses solely on water reclamation. This means they have no say in land development decisions or any other government activities.

They do, however, determine the direction and operations

of SFCSD as a whole. Thankfully, our customers picked a diligent group of directors who put significant effort and care into their work. Most notably, they've been able to keep rates unchanged since 2017 despite inflation that has soared to a four-decade high. It's thanks to SFCSD's prudent fiscal responsibility and unwavering focus on water reclamation that we haven't had to raise our rates for well over half a decade. The same can't be said about many other personal budget costs.

Additionally, as a special district, we're not affiliated with any other government, such as the City of Fort Collins, or special district. SFCSD's sole mission and responsibility is to collect and treat wastewater. So, if you live in the South Fort Collins service area and have any questions about water reclamation or sewer issues, don't look up the number for town hall! **Instead, visit our website at www.sfcscd.net or call us at (970) 226-2484, and we'll be happy to help you.**

IMPORTANT: TRANSACTION FEES AND LATE FEES ARE COMING IN JUNE 2024: HERE'S WHAT YOU NEED TO KNOW

In an effort to minimize future rate increases we are working to reduce our operating costs

Starting in June, SFCSD will begin passing along payment transaction fees for accounts that pay by credit card or bank account through their online account or over the phone. The charge will be a \$3 minimum or 3% of the total as charged by the credit card payment processor or \$1.50 using a back account

These fees aren't a way for the District to make more money—they're a means of keeping water reclamation affordable for the entire community. Up until this point, we've been bearing the weight of transaction fees but, as credit vendors increase fees, the costs are becoming too high and impacting our operating budget.

There are still payment options that do not require a transaction fee! You can use your bank's BillPay service by setting up the South Fort Collins Sanitation District as a vendor and sending a fee-less transfer. We also take checks by mail or in person. If you'd like to pay with cash, we're happy to accept it during our office hours (weekdays from 8 a.m. to 4 p.m). More details are available on our website.

As a friendly reminder, late fees will also start up again in June, so please remember to be timely with your payments.

Learn more about your payment options on our website at www.sfcscd.net/pay-my-bill

THE MANHOLE REHABILITATION PROJECT IS FINISHED!

In 2022, the SFCSD's inspectors found 29 manholes in the district in need of repair. After an in-depth survey in 2023, restoration efforts began and, as of early 2024, are officially complete.

One of the larger tasks was four manholes close to a lift station's main discharge outlet that were irreparably corroded. Thus, they had to be excavated and their structural support inserts replaced. Luckily, the rest of the manholes in the project were in far better condition. The remaining 25 were washed clean, sandblasted, and treated with a Geocrete spincast—a far quicker and more cost-effective solution than total replacement.

All the rehabilitated manholes are now back in their proper places and are expected to stand resilient against weather, traffic, and more for years to come.



APRIL 15TH – 21ST IS WASTEWATER WORKER RECOGNITION WEEK

Wastewater Worker Recognition Week is a time to celebrate all those who make the critical job of water reclamation possible. To that end, we'd like to recognize the five departments that comprise the SFCSD:

- **Collections** – This team of five is responsible for maintaining and operating the district's equipment and conveyance infrastructure. They replace manholes, trim tree roots, clean sewers, and do other nitty-gritty work that's essential for smooth water collection.
- **Pretreatment** – Pretreatment is handled entirely by a singular specialist. They help control pollutants and maintain consistent water quality by testing samples, conducting research, and approving sanitation equipment used by businesses and industries within the District.
- **Treatment** – Our seven-person treatment team collects and tests samples to operate the Treatment facility and ensure the district's treated water maintains the quality standards necessary to meet State and Federal permits.
- **Administration** – Administration takes care of the business end of running the SFCSD. They're responsible for billing, customer service, and the management of the District.
- **Engineering** – Our talented duo in the engineering department, works with neighboring cities and districts, maps out development plans, and coordinates expansion and repair projects to better serve our growing community.

A big thank you to everyone who works at the SFCSD and helps ensure safe water resources for everyone in the South Fort Collins area.

VISIT OUR WEBSITE AT [SFCSD.NET](https://www.sfcSD.net) FOR MORE INFORMATION AND RESOURCES

HAVE AN EMERGENCY?

Call us on our 24 hour emergency line: (970) 226-2484

Our mailing address is:
2560 East County Rd 32 | Fort Collins, CO 80528