

February District 5 RNO Leadership Meeting: Denver Water Update

Frozen pipes?

With snow and bitter temperatures expected over the next 24 hours, we wanted to remind folks that cold weather can cause pipes to burst.

Some tips to avoid expensive and wasteful water leaks this winter include:

- **Learn the location of your home's water shut-off valve.** If a pipe breaks, you'll be able to shut off the water to your house, minimizing damage. In most single-family homes, the valve is in the basement or crawl space, on a wall facing the street. (Make sure everyone in your household knows how to shut off the water, too).
- Insulate water pipes that may be vulnerable to the cold, such as those along exterior walls and in unheated basements. [More information](#).

Good news for water supply

Denver Water's reservoir storage is about average for this time of year, at 82% full.

Snowpack totals in the Colorado River and South Platte River watersheds are looking better after recent snow and are right around normal for this time of year.

Check out our [Water Watch report](#), updated weekly, for more information.

2022 water rates are now in effect

Denver Water's new water rates took effect Jan. 1, 2022.

A reminder, the new Low-Income Housing Water Assistance Program can help those who are dealing with financial hardships.

For information on LIHWAP assistance and eligibility, including income requirements, visit <https://cdhs.colorado.gov/leap>.

Construction update:

Work is progressing well in the Hilltop neighborhood, and we still anticipate work wrapping up in this area as well as Washington Virginia Vale before the summer.

Currently, our crews are working on North Forest Street, from East Ellsworth Avenue to East 2nd Avenue. We'll be in this stretch for another few weeks, and then will move closer to East Alameda Avenue, replacing pipe on:

- South Forest Street (East Dakota Avenue to East Alameda Avenue).
- South Glencoe Street (East Dakota Avenue to East Bayaud Avenue).
- South Grape Street (East Dakota Avenue to East Bayaud Avenue)
- South Hudson Street (East Bayaud Avenue to East Ellsworth Avenue).

[Project Map](#)

Project communications:

- Door hangers before construction.

- Posts to Nextdoor.com.
- Outreach to the RNOs.
- Customers can contact 303-893-2444 with specific questions.

** Customer Care is experiencing long wait times due to a labor shortage. When possible, customers should visit denverwater.org for self-service options and project information.*