

April District 5 RNO Leadership Meeting: Denver Water Update

Denver Water online upgrades

We have made some upgrades to our online account management tool.

Starting this Thursday, April 7, when customers log on to [Denver Water Online](#), they will need to take steps to verify their user email and set up a phone number for a second verification method. This process should only take a few minutes.

The site will also look different and will include an enhanced water consumption dashboard.

Customers will be able to do everything that they currently do to manage their account, including:

- Pay monthly water bills.
- Review water use.
- Change billing addresses.
- Sign up for autopay or e-bills.

Personal information will remain the same and continue to be secure.

To access Denver Water Online, go to denverwater.org and click on Manage My Account to register. All you need is your customer ID and account number (both located at the top right corner of the bill).

Water supply update

Denver Water's reservoir storage is about average for this time of year, at 80% full.

Snowpack totals:

- Colorado River watershed is about 89% of normal.
- South Platte River watershed is about 73% of normal.

There's still time for it to recover, as snowpack in our watersheds typically peaks in late April or early May. Here's hoping for some more mountain snow.

We're monitoring but as of now we're saying we are at a heightened level of concern. Not going on drought restrictions but it's a possibility. We could use a big storm or two, but this is also becoming more of a trend over the past few years.

The biggest thing we want to talk about is the importance of not turning on your sprinklers yet, and then when you do, making sure to following our watering rules.

Check out our [Water Watch report](#), updated weekly, for more information. We'll also be posting regular stories to our website, at www.denverwater.org/TAP.

LIHWAP deadline approaching

A reminder, this is the last month for folks who qualify to enroll in the Low-Income Housing Water Assistance Program, which helps those who are dealing with financial hardships. The deadline to apply is April 30.

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 by early summer.

Currently, our crews are working on South Forest Street, from East Dakota Avenue to East Alameda Avenue. We'll be in this stretch for another few weeks before completing the following areas:

- South Glencoe Street (East Dakota Avenue to East Bayaud Avenue).
- South Grape Street (East Dakota Avenue to East Bayaud 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.*

Incorrect lead filters sent recently to some customers

What happened: Denver Water was recently notified by our supplier that a batch of Brita replacement filters included some filters not certified to remove lead.

Customer notifications: Since we were unclear which customers received which filter type during this time, we proactively resent all potentially affected customers the correct filter and contacted them for awareness. About 15% of customers in the Lead Reduction Program may have received the wrong filter. Since it did not impact all program participants, communications were targeted only to those possibly affected to avoid further confusion. We notified customers via robocall, email and a mailed postcard. We also [updated our website](#).

We expedited an order of Brita LONGLAST+ or Brita Elite Filters, which are certified to remove lead, to these potentially impacted customers, and they should have arrived by now.

Additional information for customers: Customers with properties in the Lead Reduction Program should use an NSF Standard 53 water filter for drinking, cooking and making infant formula until the property's lead service line can be replaced, and for six months after.

In addition to filter distribution, Denver Water also adjusted the pH of delivered water to minimize the risk of lead getting into water from customer-owned lead service lines and plumbing. Along with filter use, this provides protection until lead service lines can be replaced.

DOES **NOT** REMOVE LEAD

Do not use the below filter if you received it.



REMOVES LEAD

Use the below filters if you receive them.

