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Paint Brush Hills Metropolitan District

NEWSLETTER

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Billing Questions 719-495-8188

After Hours Water & Sewer 719-351-7438

The Board of Directors and staff of the Paint Brush Hills Metropolitan District hope you enjoy this edition of the *Newsletter*.

Board of Directors Meeting

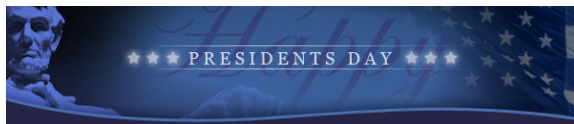
February 2016 Regular Meeting

The February 2016 Regular Meeting of the Board of Directors will be held on Thursday, February 18, 2016 7:00 PM in the District Office, 9830 Liberty Grove Drive, Falcon, Colorado. All meetings are open to the public.



District Office Closed Presidents Day

The District Office will be closed on Monday, February 15, 2016 in observance of Presidents Day.



Board to Consider Rates and Fee Changes

Emergencies

District Office

719-495-8188

Paying Your Bill

You have several options to pay your PBHMD bill

By Mail Paint Brush Hills
Metro District
9830 Liberty Grove
Drive
Falcon, CO 80831

Drop-Off Location Paint Brush Hills
Metro District Office
Payment Drop Box
9830 Liberty Grove
Drive
Falcon, CO

*Payments placed in the drop box after noon on the last business day of the month may incur a late charge.

ACH An Automatic Payment Plan (monthly electronic bank draft for your bill amount) is also available. Please complete the [Automatic Payment \(ACH\) form](#) and email it to pbhmd@pbhmd.com.

Online Payment Payments may be made online by [clicking here](#).
*There are fees that apply to this payment method.

What's New at PBHMD.com

View new website content at PBHMD.com by clicking any of the links below:



- The adopted [2016 Budget](#)
- December 2015 [Financial Statements](#)
- [Billing Preferences Questionnaire](#)

As was reported in the December 2015 Newsletter, Mountain View Electric Association (MVEA). imposed an average rate increase of 6.5% on the District in June 2015. The District absorbed the rate increase without raising rates at that time. The District was informed of a pending electric power rate increase of an additional 6.5% beginning with its February 2016 usage. During the November 2015 Regular Meeting, the Board engaged its engineer, RG & Associates, to conduct a Rate Study.

The Board will consider changes in rates and fees based on the Rate Study at its February 18, 2016 Regular Meeting.

Customer Billing Returning to District Office

Complete the Billing Preferences Questionnaire

The Board of Directors approved returning customer billing to the District Office. The District outsourced customer billing in October 2013. The Board approved the purchase of a utility billing software that met the criteria established by the Utility Billing Committee and within the budget set by the Board. The District plans to implement customer billing from the District Office beginning in May 2016.



New features that will be offered and that are not presently available include:

- Option to receive monthly statements by email;
- Ability for customers to view billing statements, account balances, payments, and water usage history, and make payments online;
- Set up, change and cancel Automatic Payment Plan (ACH) online; and
- Water usage billing tiers with amount of water usage and amount billed for each tier will appear on the billing statement.

Please complete the online [Billing Preferences Questionnaire](#). We will update your billing information so that you can take advantage of the new features when they become available.

We hope you enjoyed this newsletter and found that it contained helpful information and links. What do you think? [Send us your feedback](#).

Sincerely,
The Paint Brush Hills Metropolitan District

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9830 Liberty Grove Drive, Falcon, CO 80831

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