



Welcome to South Adams County Water & Sanitation District!

SACWSD is proud to be your local water provider. The District provides water and wastewater services for the City of Commerce City and a small portion of the surrounding area. As of 2021, the District serves approximately 2.7 billion gallons of water per year to a population of 65,000 people.

This welcome guide will provide information that new customers may find useful such as payment options, billing procedures, current rates and contact information. For more information such as water quality reports, board meeting dates, outreach events and more please visit the District website at sacwsd.org.

Customer Service

Customer service is a top priority at SACWSD. If you have a question about your bill or you need to report a water emergency please contact the District customer service team at 303.288.2646.

Billing Procedures

Each account is billed monthly by actual usage. To encourage water conservation the water rates are billed on a tiered structure. The bill date for each account is determined by the address location in the District. **The first bill for an account will be dependent on the connection date, a bill will not be generated until a customer has resided in the location for at least a month. Late payments will result in a \$10.00 delinquent fee, and if payment is not made a \$30.00 failure to pay fee will be assessed.** For more information about billing dates and procedures please contact the District billing department or customer service at 303.288.2646.

Contact Information

SACWSD Stevenson

Administration Building

Address: 6595 E 70th Ave
Commerce City, CO 80022

Hours-

M-T- 8 a.m. - 5 p.m.

F- 7 a.m. – 4 p.m.

Phone -303.288.2646

Billing and Customer Service:

Phone- 303.288.2646

Email- billing@sacwsd.org

After Hours Emergency:

Phone- 303.288.2646

Water Quality Hotline:

Phone- 303.287.6454

Email- wqinfo@sacwsd.org

District Website:

sacwsd.org

Mission Statement-

“Dedicated to providing affordable and sustainable water resources.”



Wastewater Rate Calculation

The existing sewer rate calculation follows a common wastewater billing practice throughout the water and wastewater industry that utilizes a Winter Quarter Average (WQA). The WQA establishes a fixed wastewater rate to be applied throughout the year. The Winter Quarter Average (WQA) is based on the average water consumption in January, February, and March. Currently we have a tiered rate structure consisting of a base rate and 3 tiers, with the highest usage tier being defined as 3,000 gallons and over on average. For more information regarding the wastewater rate calculation please contact customer service.

Payment Options

The District accepts cash, check, money orders, and credit cards.



Payments are accepted 24/7 online through the District bill pay portal that can be accessed through the District website sacwsd.org. Customers can set up auto-payments through their online accounts



Payments can also be made by phone with a live person or through the District's automated phone payment system.



Payments can be made in person at the Stevenson Administration Building located at 6595 E 70th Ave. Commerce City, CO 80022. There is also a payment drop off box that can be accessed 24/7 outside of the building on the west side of the main entry doors.



Make a payment by mail with a personal check or money order, made payable to South Adams County Water & Sanitation. Send back payment coupon and check or money order in the envelope provided with your bill to:

South Adams County Water & Sanitation
P.O. Box 711863
Denver, CO 80271-1863



Irrigation Information

A unique feature of SACWSD is a dual water system that includes a separate irrigation system. Households in the District that are supplied by the separate irrigation system have two meters one for indoor potable usage and one for outdoor irrigation. The dual system is one of Colorado's largest and it contains its own set of alluvial wells and completely separate infrastructure from the potable drinking supply. The dual system allows the District to maximize their water rights and ultimately supply more homes efficiently. If a property is served by the dual irrigation system it is required to use the separate irrigation system for irrigating purposes.

Homes with irrigation timers should check the set schedule regularly to make sure your watering preferences haven't changed. Irrigation system timers can reset due to power outages, or battery failures. Homeowners and residents should learn how to work the irrigation timer properly so a proper schedule can be set. An improperly scheduled irrigation controller can waste water and money.

The District's irrigation season is scheduled for April 15th to October 15th. *It is the resident's responsibility to manage the property's irrigation system (start-up, shut down, & repairs).* For assistance on how to prepare your irrigation system for the watering season, start-up instructions and operational information please visit the District website.

Mandatory Watering Schedule

Irrigation shall not occur between the hours of 10 a.m. and 6 p.m.

Watering days based on last number of street address (odd or even)

Sunday, Wednesday, Friday- Even Addresses

Tuesday, Thursday, Saturday- Odd Addresses

Board of Director's and Meeting Information

South Adams County Water and Sanitation District is a Colorado Special District that is governed by an elected five-member Board of Directors. Meetings are held at 6:00 PM on the second Wednesday of each month in the Board Room at the Stevenson Administrative Offices located at 6595 East 70th Avenue in Commerce City. Board Meetings are open to the public. Please visit the District's Website at www.sacwsd.org for additional information.

Trash & Recycling

SACWSD does not provide any trash or recycling services. All homes in the City of Commerce City can contact the city for garbage collection services by calling 303.289.8150 or visiting c3gov.com/trash

For information in Spanish please visit the District website sacwsd.org. Para obtener información en español, visite el sitio web del distrito sacwsd.org.



What is “Hard Water”?

“Hard water” is water that has high amounts of dissolved calcium and magnesium minerals. Hard water is commonly found in water systems that rely on groundwater for the source of their water supply. As water moves through soil and rock it dissolves small amounts of naturally-occurring minerals and carries them into the groundwater supply. Hard water is associated with scaling in plumbing fixtures, hot water heaters, appliances and pipes. Scaling is the deposit of calcium carbonate minerals, which may reduce the lifespan of household appliances and water heaters.

Why does SACWSD have hard water?

South Adams County Water and Sanitation District’s water supply consists of mainly groundwater from shallow alluvial wells which results in a higher mineral content in the water supply. Hard water is safe to drink and does not pose any health risks.

What is SACWSD doing about the hard water?

In March 2021 the Ennis Water Softening Facility became operational and began processing softened water for the community. The water is softened utilizing a pellet softening treatment process which treats the water to a hardness level of 7 grains per gallon. The District is asking customers with in-home treatment systems to re-calibrate their units to an incoming hardness level of seven grains per gallon (7 gpg).

What is Pellet Softening?

The pellet softening treatment process has been used throughout Europe for decades but is a new and innovative process in the United States. Pellet softening has the ability to reduce hardness by removing the calcium minerals from the hard water and producing a calcium carbonate pellet that has the potential for beneficial reuse. When the plant is operating at full capacity, 27 tons of calcium carbonate pellets will be produced each day and these pellets could be reused in several different industries in the Denver Metro area. When the construction is complete the new softening plant will be the largest pellet softening plant in the country.

What do I need to do?

Customers who have an in-home treatment system should adjust the system to an incoming water hardness level of 7 grains per gallon. If you do not have an in-home water softening system you do not need to take any action.

For more information or any questions about the Water Softening System please contact us by email at wqinfo@sacwsd.org