

Santa Fe Trail Ranch Metro District
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TO ALL PROPERTY OWNERS

Some SFTR water customers have chosen to plumb in a feature allowing them to either fill their cistern or bypass it, where system pressure is adequate. While there is no prohibition to operating this way, the Metro District Board must offer some cautions. Water pressure in the Metro supply lines varies (by design), from a low of 10psi to a high of over 100psi. In the SFTR gravity-fed supply lines, the water pressure increases as elevation decreases from each of the three SFTR storage tanks. Once the elevation drop has produced enough pressure increase, a pressure-regulating valve (PRV) in the main line reduces the pressure. If one of these PRVs fails, the downstream pressure in the line can rise to damaging levels. While there is a user PRV located in most meter pits, these PRVs are not able to adequately compensate for such a high input pressure. The result can be very high pressure on a user line (past the meter pit), which can cause leaks and ensuing water damage.

The SFTR Covenants and the Metro application documents require each water user to have a cistern. The Metro Board wants to clearly explain that connecting directly to the SFTR water system entails some risk of encountering very high water pressures with attendant user system damage. The Board cannot guarantee what the maximum pressure will be, and cannot be responsible for any related damage to a customer's system. Likewise we cannot guarantee an uninterrupted supply, or the pre-notification of such an interruption. If you bypass your cistern you are taking the risk of loss of water service for an indeterminate length of time.

The Metro Board is committed to providing a water system with enough pressure to fill each user's cistern when located at the same elevation as their meter pit. The system was not designed/constructed to ensure that every user would always have the same nominal 50psi of water pressure.

Meter pit insulators are initially provided for all meter pits, but then become the responsibility of the customer. Bears seem to like to open up the pit lids and chew on the plastic insulators. Several such acts of bear vandalism have been noted in the past. Users may wish to remove their insulators during the summer to reduce this exposure to the "elements."

Customer requests for assistance: the Metro cannot be responsible for any issue with a customer's water system other than to ensure the integrity and proper functioning of the meter pit itself. Any plumbing from the meter pit onward through the user's system falls outside the Metro's purview and is the responsibility of the customer. If requested, a Metro representative will visit a user's meter pit to ensure there are no mechanical issues with the

Metro water supply. If the meter pit is functioning properly, the user will be assessed a \$75 charge for the requested visit. As a Board, the Metro cannot advise or provide recommendations regarding any user issues (leaks, malfunctions, etc.)

Upon review of monthly meter reads over the past six months, the Board has determined that the monthly reads have proven beneficial to both the customer and the Metro. On multiple occasions early detection of leaks on the customer side of the meter have been detected and property owners have been notified. For the Metro the benefits have been early detection of system issues and good stewardship (i.e., due diligence) of water resources provided by the City of Trinidad during a time of increased conservation efforts related to the recent drought. The Metro Board voted to continue the monthly meter reads, and to increase the monthly Maintenance Fee by \$2.00. The quarterly Maintenance fee for each user would go from \$112.50 to \$118.50 effective with the April-June 2019 billing cycle.

Finally, to reiterate the division of responsibility between the Board and individual users, the Board assumes no responsibility for any portion of a user system beyond the meter pit itself. The Board is committed to providing a safe, reliable source of potable water to every SFTR lot's meter pit. We will do all we can to make this happen. But 76 miles of buried water lines and buried control cables, three tanks, 27 PRVs, and six pumps/cisterns at times tax our modest resources. As Board members, we are your neighbors and we will do our best for you, but the system has its limitations. Please refer to the "Do-It-Yourself" checklist which may be found on the SFTR Website under "Water System" - "If My Water Stops". This letter is meant to help further your understanding of how the system works and how to use it best in your individual situation.

Sincerely,

The Santa Fe Trail Ranch Metropolitan District Board of Directors