

## UPCOMING EVENTS

Aug 21<sup>st</sup>, 2024

5:30 PM

REGULAR BOARD MEETING

9686 FLAGSTONE ST

COLORADO SPRINGS, CO 80925

Visit our website for agenda items!

[www.coloradocentre.org](http://www.coloradocentre.org)

719-390-7000

# CCMD NEWS AUG 2024



## ***BILLING DATES:***

*Payment Due – August 5<sup>th</sup>, 2024*

*Late Fee Charged – August 26<sup>th</sup>, 2024*

*Meter Read Date – August 31<sup>st</sup>, 2024*

***SHUT OFF DAY – Sept 03, 2024***

***\$30.00 Disconnect fee and \$30.00 Reconnect fee***

***No exceptions will be made.***

**You may pay your bill using the following methods:**

**IN PERSON:** Monday-Friday 8am-5pm

9686 Flagstone St, Colorado Springs, CO 80925 check, money order, cashier's check and cash (change is not available, any overage is applied as a credit)

**DROPBOX:** 9686 Flagstone St, Colorado Springs, CO 80925

**BY MAIL:** 9686 Flagstone St, Colorado Springs, CO 80925

**ONLINE:** [www.coloradocentre.org](http://www.coloradocentre.org) All credit card payments must be done online.

**AUTOPAY:** ACH form is available online and in person. We draft on the 16<sup>th</sup> of each month or closest business day.

**BILL PAY THROUGH YOUR OWN BANK:** If you make payments through your bank, please make sure to update the mailing address to 9686 Flagstone St, Colo Spgs, CO 80925 and allow time for payment to get to our office to avoid late fees or disconnect.

## Don't Flush!

Here is a list of things you should avoid washing down a drain or flushing down your toilet.

Air Fresheners	Hair Brushes
Automobile Fluids	Houseplants
Automobile Parts	Insects
Bacon Grease	Jewelry
Bandages	Keys
Batteries	Kitchen Grease
Bones	Lard
Books	Mayonnaise
Bread Dough	Meat Drippings
Building Supplies	Medicine
Butter	Metal Objects
Cake Frosting	Money
Candles	Oatmeal
Cement	Paint
Cell Phones	Paper
Cheese	Paper Towels
Cigarettes & Butts	Perfume
Cleaning Supplies	Pesticides
Clothing	Plastic
Coffee Filters	Poison
Coffee Grounds	Powders
Compact Discs	Putties
Cosmetics	Rags
Cotton Balls/Swabs	Rocks
Condoms	Rubber Bands
Cooking Oil	Salad Dressing
Diapers	Sanitary Pads
Deceased Pets	Solvents
Dental Appliances	Sour Cream
Dental Floss	Sponges
Egg Shells	Styrofoam
Eyeglasses	Syringes
Facial Tissue	Tampons
Fat, Oil, or Grease	Teeth
Fertilizer	Toothbrushes
Fruit	Toothpaste
Food Solids	Toys
Glue	Vegetables
Gravy	Wet Wipes
Hair and Fur	Yard Debris

## Sewer Backup Insurance Options

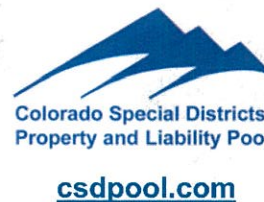
Your homeowners insurer may offer coverage for sewer and drain backups. It could provide thousands of dollars of coverage for relatively low cost. Ask your agent for more information, or contact the insurance carriers listed below.

- Allied Insurance
- Allstate
- American Family
- American National
- Chubb
- Country Financial
- Farm Bureau Property & Casualty
- Colorado Farm Bureau Insurance
- Farmers Insurance
- Farmers Union Insurance
- Fireman's Fund
- Liberty Mutual
- Nationwide
- Progressive
- Safeco Insurance
- State Farm
- USAA

Find more information online at [coveryourflush.com](http://coveryourflush.com)

This information is provided courtesy of the Colorado Special Districts Property and Liability Pool and is intended to be a precautionary advisory and not an all inclusive preventative solution.

Homeowners are advised to consult insurance, plumbing and sanitation utility professionals for additional information.



## What is a sewer backup?

A backup occurs when sewage overflows from your toilet, tub, sink or any drain in your home. They're common in older homes and homes with basements.

This brochure provides information vital to protecting your home from damage and for recovering from losses if they occur.

## What should I do if I have a sewer backup event?

- 1 Carefully try to carefully close as many drains as you can, using care with ceramic plumbing fixtures.
- 2 Don't run any water down any drain or toilet in your home until the clogs are cleared.
- 3 Check if neighbors are having any issues. This could indicate that the problem exists in the main line.
- 4 Call a plumber to assist with clearing the issue, closing your drains, and assessing the situation.
- 5 Call your utility to report the issue. They'll recommend action and check the main line for issues.
- 6 Call your homeowners' insurance company to determine what coverage may be available.

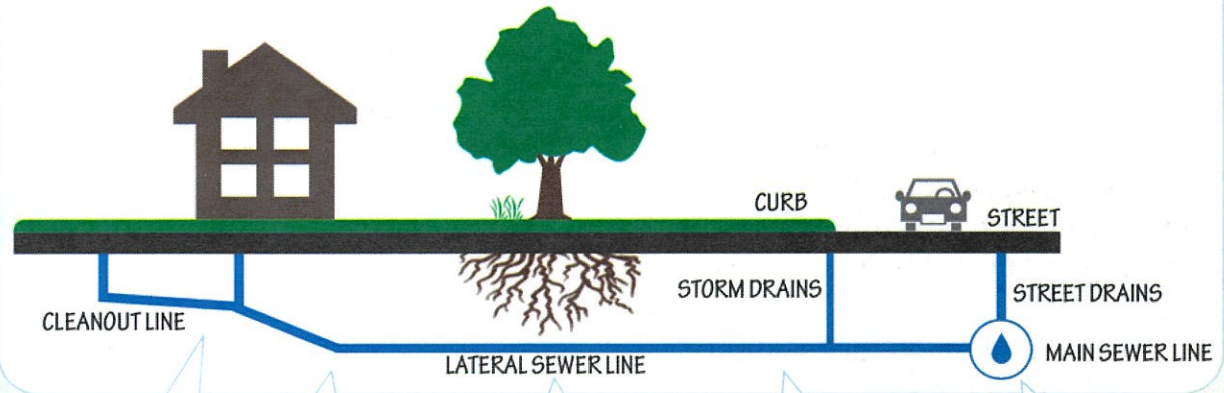
## Who pays to clean up the mess?

In the vast majority of cases, you do. If the backup occurs in your service line or in the main line as a result of anything other than the utility's negligence, **it is ultimately your responsibility** to clean up the mess and restore the line.

Your utility is **not responsible** for your lines, or for acts of nature or vandalism. In many cases, the utility will coordinate clean up with a cleaning service to help minimize the damage, but the financial responsibility probably lies with you.

## What Causes a Sewer Backup?

This diagram shows a typical home's lateral service lines, and explains some of the things that can cause a sewer line backup.



### Separated Joints

Underground pipes aren't solid, and can disconnect at the joint. This causes wastewater to back up into your home through drains.



### Clogged Pipes

Clogs can be made of hair, kitchen grease, yard debris, diapers, paper towels, baby wipes and more. Never put them down a drain!



### Root Damage

Trees and their roots may not be an issue when the pipes are installed, but years of growth can lead to issues later.



### Cracked Pipes

Temperature, ground movement, roots, clogs, and poor installation can cause cracks which lead to back ups into your yard or home.



### Mainline Backups

Weather, natural disasters, vandalism, and infrastructure breakdown can all lead to unavoidable sewer line issues.

## What can I do to safeguard my home from a sewer backup?

- Plumbers can assess your risk and install a back-flow valve to protect basements.
- You can use grease-fighting liquid dish soap like Dawn® to break up grease blockages.
- Review the list on this flyer of items to never flush or wash down a drain.
- Make sure your homeowners insurance policy includes coverage for sewer backups

## What are utilities doing to prevent these issues?

Unfortunately, even with regular scheduled maintenance, some backups are simply unavoidable. These include events caused by vandalism, infrastructure breakdown, ground movement, and natural disaster.

Fortunately, most utilities use industry Best Practices to maintain sewer systems and lessen the risk of a stoppage. This includes video or physical inspections, the use of degreasing chemicals, and cleaning.