

Prepared for SNMD Customers June 29, 2026

Comment: Water restrictions appear unclear or ambiguous. Can I wash my car?

Response: The watering restriction states the outside watering is for irrigation purposes only. Washing your car is not irrigation. It is recommended that if you need to wash your car, use a car wash where the waste water is recycled in the sewer system. The intent of the restriction is to conserve water.

Comment: The restrictions appear more restrictive than those adopted by other communities such as Breckenridge and Keystone and the associated fines appear substantially higher.

Response: Each water District has their own water source, billing/staff infrastructure and usage profile. Yes, we looked at other mountain communities before developing the water restrictions. Most other communities only allow 2 days of watering per week and only on specified days. We allow 3 times per week on any day. The fine structure varies by community. Breckenridge starts with a warning and escalates from \$250 to \$750 per incident. We are a small district with limited infrastructure and staff. We bill quarterly to keep our costs low. The fines are designed to keep things simple, but severe enough for customers to realize that the drought is serious.

Comment: Was there a formal Board vote on the watering restrictions?

Response: The watering restrictions were discussed at the 15 May 2026 Board meeting. The discussion continued via email.

Comment: Were the same water restrictions sent to the Villas at Swans Nest?

Response: The watering restrictions were sent to Summit Community Management, the Villas management company. Summit Community Management is responsible for the irrigation system. The Villas has 19 building and 19 water meters. Some of the building have irrigation zones tied to the buildings water system. The buildings which have irrigation will be limited to the same rules as a single family home.

Comment: Are the meters solely being used for billing or also being used for usage monitoring?

Response: We use the meters for billing and to monitor usage. Swans Nest Metro District was notified by the State of Colorado that we exceeded our water allocation. After investigation, it was determined that the primary reason the District exceeded our original allocation was irrigation. At the time, the District used a flat billing structure. Everyone paid the same. We determined that customer usage varied from customer to customer. We needed a system which was usage based. The District needed to augment the District's water allocation to meet the demands of the customer base. As a District we need to monitor our usage and use billing as a means to increase usage awareness and ultimately to conserve water. We use the meters to make sure we stay within our allocation, and to determine where we have usage issues.

Comment: Homeowners were told that with the new meters they would have the ability to monitor their usage on a daily basis.

Response: That was the original plan. As we got into the details of the implementation we discovered that the service came at a cost. There was an annual subscription fee associated with this service. Unfortunately, the cost structure was not tailored to small districts. The Board elected not to implement the service because of the increased annual expense. This last year the Board has worked with homeowners, at their request, which had usage issues. We were able to produce daily reports for them which they could share with their plumber, irrigation or heating contractor. It is not optimal, but we can provide homeowners with the data they need to manage their systems.