The Town Hall Administrative services and Public Works hour of operations are Monday through Thursday from 7:00 a.m. to 6:00 p.m. Town Administration Office is closed on Fridays. Police Administrative services will continue to operate Monday through Friday 8:00 a.m. to 5:00 p.m.
### Snow Removal Reminder!

During light snowfalls of 2 inches or less, spot treating of roads will be done on all designated routes and in certain icy areas on non-designated roads (controlled intersections or significant elevation changes). If snowfall is predicted to exceed 2 inches, Town crews will plow and treat primary routes beginning when 2 inches have accumulated. The Town uses de-icing materials (no salt or sand) for road treatments. See the complete map and list of priority streets/routes on our website at:  [www.lochbuie.org](http://www.lochbuie.org)

*Note: According to Town Code, “residents have 24 hours after snow has ended to shovel walkways in front of their homes”.*

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### Santa Cops

The Lochbuie Police Department participates in Santa Cops of Weld County (hosted by Greeley Police) and is currently accepting donations of new, unwrapped toys to distribute to children in need. Please bring your generous donations of toys, cash, or check payable to “Santa Cops of Weld County” to the Lochbuie Police Department during regular business hours. You can also donate via credit card at any time by texting SANTA to 707070. Police Officers hand deliver the presents during Christmas time to those in need around the Town of Lochbuie at Christmas time.

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**Friendly Reminder - Sewer Rate Calculation**

Your sewer rate is calculated using the average metered water usage from your December 20 read date to the March 20 read date. Winter months are the best time of the year to detect leaks. Common types of leaks include worn toilet flappers, dripping faucets and showerheads. A good method to check for leaks is to examine your winter water usage. It’s likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons per month. One way to find out if you have a toilet leak is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 10 minutes without flushing, you may have a leak. Make sure to flush immediately after this experiment to avoid staining the tank. If your toilet is leaking, the cause is often an old, faulty toilet flapper. Over time, this inexpensive rubber part decays or minerals build up on it. It’s usually best to replace the whole rubber flapper—a relatively easy, inexpensive do-it-yourself project that pays for itself in no time. Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary. Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench.

The average household’s leaks can account for more than 10,000 gallons of water wasted every year or the amount of water needed to wash 270 loads of laundry! A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year. That’s the amount of water needed to take more than 180 showers! A showerhead leaking at 10 drips per minute wastes more than 500 gallons per year. That’s the amount of water it takes to wash 60 loads of dishes in your dishwasher!

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**xpress BILL PAY**

Paying your utility bill online is EASY!

It’s fast, easy and secure! Use your credit/debit card or checking account to make a payment or set up automatic payments. Paperless billing options are also available. There are no fees to use this service!

Go to www.xpressbillpay.com to sign up!

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**RESIDENT CONTACT INFORMATION**

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<th>Name:</th>
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If we do not have your current email/phone number, or you have not updated your information recently, please fill out this form and return it with your utility payment or drop it off at the Town Hall. The town is requesting this information so we may contact you if a water leak occurs, your dog is impounded or for other town related reasons.
Subscribe to Receive Leak Alerts and Access your Water Usage Information Online

- View your water consumption
- Receive timely leak alerts
- Control your water expenses
- Easy-to-use

AquaHawk is a **FREE** service, **Coming Soon**, for Town of Lochbuie customers, that will assist them in efficiently managing their water usage and lowering their monthly bills.

Once AquaHawk is available you will register, and be able to:

**Receive timely leak alerts**
You specify how you want to be contacted: e-mail, text or telephone. When your usage indicates high usage or a leak, we’ll contact you. AquaHawk helps prevent costly property damage from unrepaired leaks and gives you peace of mind when you’re away from your home.

**Monitor your water usage**
See how much water you're using and an estimate of your bill anytime during the billing cycle.

**Set your Threshold Alerts**
Threshold alerts allow you to specify an amount of water (gallons) or a maximum dollar amount that you don’t want your bill to exceed. If your usage or your bill is trending to, or has exceeded the threshold value, AquaHawk will send you a notification.

**Learn ways to save**
Get a better understanding of how you're using water by performing useful comparisons online. See how you compare to similar households. Learn effective ways to reduce water usage and save money!

**Customer Benefits**
- Know about leaks before they cause costly damage!
- See exactly how much water your family is using each month
- Set billing and usage thresholds, and never be surprised by a high bill again
- Access your account from any internet-connected device - your smartphone, laptop, or desktop computer
- Opt-in services lets you choose how you want to be contacted - e-mail, text or phone.