KNOW YOUR WATER BUDGET

The City of Boulder has a water rate structure that uses “water budgets.” Your water budget is the amount of water you are expected to use during a specific month. Water budgets may vary monthly based on seasonal outdoor watering needs. No matter what your water budget is, you will only be billed for the water you use.

Your utility bill includes a graph that shows your monthly water use compared to your monthly water budget. This graph will show whether your actual water use was above, below, or equal to your monthly water budget.

The water budget only applies to water use charges and does not include other costs such as wastewater, stormwater, other fees, etc.

Water budgets help promote water conservation. If you stay within your budget, you pay less for the water you use. If you exceed your budget, you pay more for the water you use.

Wastewater and Stormwater Charges

Wastewater quantity charges for residential customers are billed based on Average Winter Consumption (average use from December through March) or actual water use, whichever is less. The wastewater service charge is set at a fixed monthly rate based on your meter size. Non-residential customers are billed according to their water budget option.

The Stormwater/Flush Management fee is a fixed monthly charge for customers within the city limits. Single-family residential customers pay a fee based on their lot size. All other customers’ fees are individually calculated according to the runoff generated from their lot. This fee is used to support flood hazard and stormwater quality education programs, water quality monitoring, regulatory compliance, and infrastructure maintenance and improvements.

Visit mybouldercolorado.gov to review your monthly water use online!

PAY YOUR BILL ONLINE

Pay your bill online at mybouldercolorado.gov/boulderwater.com.

Pay by Phone
Call 888-601-3012 during regular business hours to pay your bill using a credit or debit card.

Pay by Mail
Mail your bill payment using the return envelope provided.

Pay in Person
Pay your bill in person at the Utility Billing Office during regular business hours.

Payment Drop-off
Deposit your bill in the Utility Billing drop-box, located on the north side of the Municipal Building at 1777 Broadway.

Automated Payments

You can set up payments that are automatically withdrawn from your checking or savings account, or your credit or debit card, ten days after the billing date each month.

Options for Paying Your Bill

Service Charge

- Pay utility bills online by Visa, Mastercard, Discover or American Express;
- Sign up to receive electronic bills instead of paper copies;
- View water usage history and budget information;
- Access convenient links to city news and water conservation information.

To access your account information online, you will need your account number and customer numbers (including the leading zeros). These numbers are listed at the top of your utility bill. You do not have to register with MyBoulder to pay your utility bills online. Visit the MyBoulder website at mybouldercolorado.gov for more information.

In case of financial hardship, contact the Utility Billing Office to request arrangements for an extended payment term. If utility charges remain unpaid, water service may be disconnected. Utility Bill Specialists will work with you to help maintain your water service during periods of financial hardship.

READING YOUR BOULDER WATER BILL

1. Account Number applies to a specific service address; customers may have more than one account.
2. Customer Class is your account type (single-family residential, multi-family residential, commercial/industrial, irrigation).
3. Reading Date is the most recent date that your meter was read.
4. Days Billed is the number of days in your current billing cycle.
5. Service Charge is a fixed monthly charge for water service and is based on your meter size.
6. Water: The numbers in the left column, “Water,” represent how many gallons you are allotted for each billing block. There are five billing blocks total.
7. Rate per 1,000 gallons: The numbers in the right column represent the rate charged per 1,000 gallons of water used within that block.
8. Total Current Charges is the number of gallons (in thousands) of water that you used during this billing cycle.
9. Estimated water budget next bill cycle is your water budget for this billing cycle.
10. Wastewater: The numbers in the left column, “Wastewater,” represent your wastewater use for the billing cycle.
11. Proposed this bill cycle is your proposed water budget for this billing cycle.
12. Stormwater/Flood Mgmt is a fixed monthly charge based on your lot size.
13. Average Winter Consumption (AWC) is the average amount of water consumed from December through March, which provides a basis for calculating your wastewater charge. It includes non-potable water use as well as the rest of the year. Wastewater quantity charges for residential customers are billed based on your AWC, or actual water use, whichever is less.
14. Percent of Gallons (in thousands) represents the percentage of your water use during this billing cycle.

ENERGY FUTURE ANALYSES PREDICTED FOR 2014 TO SEEK YOUR FEEDBACK IN PUBLIC. The city has new information to share on the potential creation of a city-run electric utility. Tune in to Channel 8 at 7 p.m. on Dec. 24 to hear a council discussion about some options. The meeting will be broadcast live and recorded for you to watch at your convenience at www.boulderchannel3.com. The city will be asking for your feedback. Learn more at BoulderEnergeticFuture.com. ** THANK YOU FOR YOUR PRIORITY PAYMENT **