

CASTLE PINES NORTH



METROPOLITAN DISTRICT

December 2020

NEW MAILING ADDRESS FOR MONTHLY WATER BILL PAYMENTS

Effective this month: If you process monthly electronic water bill payments to CPNMD directly from your bank, please promptly change the mailing address in the authorization/profile you maintain online with your bank to the following new mailing address. (Failure to do so will likely result in lost or late payments.)

**Castle Pines North Metro District
PO Box 645016
Dallas, Texas 75264-5016**

Also, effective this month: If you pay your monthly water bills via mail through the U.S. Postal Service, please use the following new mailing address. (Failure to do so will likely result in lost or late payments.)

**Castle Pines North Metro District
PO Box 645016
Dallas, Texas 75264-5016**

For a six-month supply of pre-addressed remittance envelopes, contact Susan Nagel at susan@cpnmd.org or Carol Schumacher at carol@cpnmd.org or call (303) 688-8550.

Better yet, use CPNMD's electronic-payment options!

Electronic-Payment Option #1

Customers wishing to establish automatic monthly bank draft (ACH) payments directly from a checking account to CPNMD, please complete and return the attached form. *(Existing ACH customers need to do nothing more. You're good to go and we thank you!)*

Electronic-Payment Option #2

To make a single payment using your Visa or MasterCard, you have two choices:

Castle Pines North Metro District 7404 Yorkshire Drive, Castle Pines, CO 80108
Susan Nagel: susan@cpnmd.org Carol Schumacher: carol@cpnmd.org (303) 688-8550

- Click on the **Pay Water Bill** icon on our website homepage at cpnmd.org, register online, and pay electronically 24/7; or
- Call Susan Nagel or Carol Schumacher at (303) 688-8550. They will accept your water bill payment over the phone Monday through Friday, any time between 8:00 a.m. and 4:30 p.m.

AUTOMATIC BILL PAYMENT AUTHORIZATION FORM

YES! I want the convenience of making automatic bank draft (ACH) payments. I hereby authorize Castle Pines North Metropolitan District ("CPNMD") to initiate debit entries for my monthly water, wastewater, and stormwater utility bills from my account at the bank ("Bank") indicated below. I hereby authorize the Bank to accept debit entries CPNMD initiates and to debit same from my account without liability for the correctness of the entries:

Customer Name(s): _____

Service Address: _____

City/ State/ Zip: _____

Phone(s): _____

CPNMD Customer Water/Wastewater Account Number(s): _____

(If you have multiple accounts, please use a separate form for each account. You may copy this form or contact Susan or Carol for additional forms.)

Bank Name: _____

Bank Routing / Transit Number: _____

Bank Account Number: _____

This authorization shall remain in effect until the undersigned notifies both Castle Pines North Metro District and the Bank, **IN WRITING**, of bank draft termination.

Signature: _____ Date: _____

Please include a voided check (no deposit slips) with this form.

Notice of Public Hearing: Zoom In To Participate!

Consistent with COVID-19 pandemic restrictions, guidance and direction from the Colorado Department of Public Health & Environment (CDPHE) and Tri-County Health, until further notice, if you intend to participate in our monthly board meetings, including our December 14, 2020 meeting, then please follow the steps outlined below to **Zoom** in.

Our next board meeting is scheduled for 6:00 p.m., **Monday, December 14, 2020**, during which we will host a public hearing about, and consider, a 2.85% cost-of-service increase in CPNMD's water and wastewater services for 2021 — the lowest annual adjustment proposed in many years (see page 4 of this month's *The Castle Pines Connection*).

As always, please continue reaching out to us with questions, concerns, and insights by clicking the **E-MAIL US @** icon in the upper right of our website homepage at cpnmd.org and/or by contacting us via our respective cell numbers and email addresses on the lower back of this page. **We make every effort to respond within 24 hours.** Please also continue viewing CPNMD board meetings, via live-video stream, from our website homepage at cpnmd.org and/or via our video archives at cpnmd.org/board-meetings.

Zoom-in Participation: Access, Process & Rules

- Step 1: View, download, or print the applicable board meeting agenda at cpnmd.org/board-meetings.
- Step 2: At your earliest convenience, **between now and 10:00 a.m. on the morning of the board meeting**, visit cpnmd.org/cpnmd-zoom-meeting-sign-up and complete the brief web-based sign-up form.
- Step 3: On the afternoon of the board meeting, staff will email to you a Zoom video **access link** and **passcode**.
- Step 4: Five-to-ten minutes before the meeting starts, click on the access link imbedded in the email from staff and enter your passcode.

- Step 5: Please be patient and wait in the virtual waiting room until the meeting begins at 6:00 p.m. Use these few minutes to turn on, and appropriately adjust, the camera, mic, speakers, and volume of the desktop, laptop, pad, or other device you are using.
- Step 6: During the designated times on the agenda (i.e., opening and closing public comment periods and public hearings), **when we call on you**, please clearly state your:
- First and last name;
 - Home address; and
 - The neighborhood/subdivision in which you live (e.g., Bristlecone, Forest Park, Kings Crossing, Serena, Tapestry Hills, Winterberry, Esperanza, Castle Valley, etc.).
- Step 7: Please share your thoughts with us for a maximum of three minutes.
- Step 8: If you are disconnected, and still want to share your thoughts with us during the meeting, simply click on the same Zoom access link imbedded in the email from staff, and re-enter your passcode.

We thank you and all Castle Pines residents for helping us responsibly navigate COVID-19 restrictions. As we strive to remain accessible, responsive, and transparent amid the pandemic, in addition to contacting any of us, our director of communications, Ken Smith, is also standing by to respond to questions at ken@cpnmd.org.



The Castle Pines North Metro District provides clean, safe, reliable, on-demand drinking water, wastewater, stormwater, parks, trails, and open space services to the people of Castle Pines, west of I-25.

Board meetings are available for viewing via live video stream and video recording at cpnmd.org.