

Water Utility Billing – Frequently Asked Questions

Can I change my mailing address, name or phone number online?

Currently, you must call Utility Billing at 303-441-3260 to make changes to your account.

Why do I have to pay a fee when I move out?

The city charges a fee when a meter must be read a second time in a month. When a customer moves out, the meter must be read on the move out date so the leaving customer pays for the water they used and the new customer can start fresh. The fee covers the cost of having a meter technician make a special trip to the property and the billing services representative create and send the final bill.

Why can't I cover my meter lid?

Water meters are the property of the city and normally located on public right-of-way. They must remain uncovered so that the water meter can be read electronically each month and can be accessed in an emergency situation. More information can be found on the [Water Meters](#) page.

Why do utility rates increase?

Due to inflation, utility rate increases are necessary to cover rising operating costs for electricity, chemicals, materials or equipment. Rate increases also cover the rising construction costs associated with replacing or upgrading aging utilities infrastructure. New regional, state and federal regulatory requirements for upgraded treatment processes also increase utility costs.