

To credit your account promptly, please mail the top portion with your payment to:

ROXBOROUGH WATER & SANITATION DISTRICT  
6222 N. Roxborough Park Road  
Littleton, CO 80125-9306

- 
- **Water Emergency:** 303-979-7286
  - **Payments:** Payments may also be made in person or by dropping them in our payment drop box to the side of the door at the District Office located in the West Metro Fire Station at 6222 n. Roxborough Park Road. Checks and money orders only. We do not accept cash.
  - **Automatic Withdrawal Payments:** ACH authorization forms are available to all customers who wish to make payments by Bank Draft. Forms can be obtained from our office or online at [www.roxwater.com](http://www.roxwater.com).
  - **Credit Card Payments:** To make a payment by credit card, visit our website, [www.roxwater.com](http://www.roxwater.com) or call 303-785-5511. Please note that a 2.95% process fee will be charged by the credit card processing company to your credit card.
  - **Due Date:** Your bill is due and payable by the due date shown on the bill. Bills are due two weeks after they have been mailed. For exact dates, check our website.
  - **Late Payment Charge:** A \$15.00 late fee charge will be added to your account after the due date. To avoid a late payment charge, your bill must be paid by the due date indicated on the front of the bill. There will be a \$20.00 fee for returned checks.
  - **Delinquent Service Fee:** Your water service may be discontinued for non-payment if we have not received a payment on your account. The charge for delinquent service is \$100.
  - **Billing Averaging:** Billing averaging is the process of lowering the summer bills by averaging them with the low-water usage winter months. If you want to have billing averaging or to learn more about it, you can contact the District office at 303-979-7286.
  - **Meter Reading:** We make every attempt to read your meter each month. Your meters are read using a radio frequency device. Bad weather or other circumstances may require that we estimate your utility usage. If your bill shows an "E" beside the read, you have been estimated and we encourage you to call our office.
  - **Meter Tampering:** There will be a \$300 fine for any tampering with the water meters.
  - **Water Usage Rates:** Water usage rates are located on our website, [www.roxwater.com](http://www.roxwater.com).
  - **Rate Class:** This "class" tells the specific rate schedule on which you are billed. Different rate schedules are used for each class of service.
  - **Office Hours:** Office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.
  - **Questions:** For water or sewer questions during regular office hours, please call us at 303-979-7286.