



P.O. Box 75656, Colorado Springs, CO 80970  
Phone 719.638.0456 Fax 719.591.2459

June 16, 2008

To all MRPOA members:

Effective July 1, 2008, Wigwam Mutual Water Company will begin managing the billing aspect of your water service. We already manage the water service aspect.

As of this date, MRPOA members will be subject to our general policies on late fees, non-payment, etc. We will also begin billing on the same cycle we use for our other Wigwam customers, so you will be on a short cycle for July. Typically, we have been billing about the 12<sup>th</sup>-15<sup>th</sup> of each month, with a due date twenty days later, around the first of the following month. This will change, and in July, you will be billed on or about the first of the month, with payment due twenty days later. This is a change in billing date only, and not a change in the dates your meters are read – meters have always been read about the 27<sup>th</sup> or 28<sup>th</sup> of each month, and will continue to be read on or about those dates.

Your water rates will continue to be set by your board of directors, and not by Wigwam.

Wigwam's shut off policy is that we post a shut off notice five to seven days after the billing due date for unpaid balances. Posting the shut off notice incurs a \$15 late fee. If your meter is locked off for non-payment, we charge a \$100 reconnect fee to restore service. If you request that our water operator come and pick up a payment, we charge a \$20 pickup fee.

Our mailing address for all payments is:

PO Box 75656, Colorado Springs CO 80970-5656  
Phone number: (719) 638-0456

Office hours are on Monday and Thursday mornings only, from approximately 9 am until noon and the phone is answered only on those days. We will always return phone calls if you leave a message for us. We do not have an office for walk-in customer service.