

Newsletter



Fall 2025

PBHMD Board of Directors

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Melissa Raetz – Vice President
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Russel Lawrence – Treasurer
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PBHMD District Staff

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Chris Sulewski – Field Supervisor
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Kortney Vieweg – Service Coordinator
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Brittany Percival – Administrative Assistant/Assistant Water Operator
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Visit our website at pbhmd.org
Office phone: (719)495-8188

NEW SMS FEATURE LAUNCHING SOON

New Text Messaging Features Make It Easier Than Ever to Stay Connected with Your Metropolitan District -

Your time is valuable—and managing your utility account should be simple, fast, and stress-free. That's why we're excited to introduce our new **SMS/Text Message features**, designed to enhance our communication with you and provide more convenient ways to stay on top of your account.

Text Us. We're Listening.

Need to make a payment? Have a quick question? You can now send and receive text messages with your utility provider—no app to download, no waiting on hold.

Pay by Text, 24/7

You can make secure utility payments by simply replying to a text message, anytime—day or night. It's fast, easy, and completely safe. All payments are **PCI Level 1 compliant**, which means your personal data is protected by the highest security standards.

We'll Keep You Informed

Our new **automated text alerts** help you stay updated without having to check your account or mailbox. You'll now receive important messages right on your phone, including:

- Payment reminders
- Past-due notices
- Emergency alerts (such as boil water notices or outage info)

These messages are customized just for you, so you only get the information that matters.

More Convenience, Less Hassle

We know managing your utilities isn't something you want to spend a lot of time on. Our new texting features are here to give you:

- More **flexibility** to pay on your schedule
- **Peace of mind** knowing you'll never miss an important update

This is all part of our ongoing effort to improve your customer experience and make interacting with us as smooth and simple as possible.

To opt in and start utilizing this new feature offered by PBHMD, you will need to log in to your account and select that option.

Have questions? Please don't hesitate to contact our office to get more information.

(719) 495-8188

We're here to help—and now we're just a text away.

Friendly Reminders!

The upcoming Board Meetings will be held on October 16th and November 13th at 5 pm. Any changes will be announced on our **Facebook** and **website**.

Pinecone Hedgehogs



An easy, fun craft that gets you outside to enjoy the changing leaves and fall colors!

You will need:

- A selection of pinecones
- Felt (a selection of black, brown, and beige was used for this craft)
- Scissors
- Low melt glue gun
- Googly eyes

Instructions:

- Collect your pinecones!
- Cut the hedgehog face shapes out of the felt (the black felt was used to make noses)
- Using the glue gun, glue noses and googly eyes to the face shapes
- Glue the faces onto your pinecones
- Enjoy your pinecone hedgehogs!

Craft From: www.muminthemadhouse.com

Project Updates

1. Enclosed Pump House 6 in Filing 14 off of Keynes

- a. A building is being constructed around the current location of the Pump House
- b. Building is now up, the project should be complete soon after some final some finishing touches and inspections

2. Curb Stop Project

- a. We have a new GPS device that will help find your curb stops, sewer clean outs and be able to locate your buried pipes
- b. All we need to do is stand over the curb stop and enter in the GPS location. This takes just a few seconds.
- c. Your Curb stop is required to always be accessible per district rules.
 - i. We have found several buried under driveway extensions
 - ii. Letters have gone out to the last few residents with missing curb stops so we are hopeful that we will find them all soon!

3. Equipment Storage Facility

- a. Ground has been broken for the Equipment Storage Facility at Pump House 3 off of Londonderry
 - b. Building should be complete within 8-10 weeks (Hopefully in time to protect our equipment from the winter weather!)
4. We will have dumpsters again September 26th, 27th, and 29th. See our website, www.pbhmd.org for hours and further information.

We would love to see increased participation at the board meetings. Please come to observe, add your input and ask questions.

Important Update: Payment System Upgrade

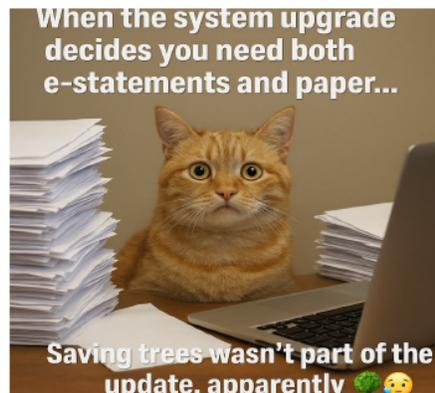
We recently upgraded our payment system to enhance service.

As part of this update, all residents who were previously receiving e-statements were automatically set to also receive paper statements.

If you'd prefer to go paperless again, you can easily update your preferences in your resident portal at www.pbhmd.org, or you may call us at 719-495-8188.

If you have never received your statement via email, now is the time to do so.

Guaranteed in your inbox on billing day, the 3rd of each month or next business day.



Thank you,
Kortney Vieweg
Service Coordinator & Accounts Receivable

Our District office is located at:
9985 Towner Avenue
Falcon, CO 80831

This space could be used for a local ad! Interested in advertising for our newsletter?
Email Brittany at brittany@pbhmd.com