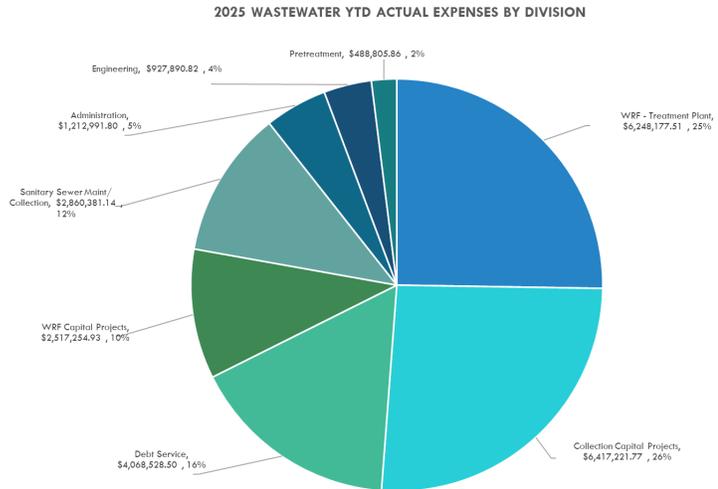# Billing Questions

Q: Who do I contact for questions about my wastewater bill?
A: Contact the City wastewater office at 719-553-2898.

Q: How is my sewer bill figured?
A: Pueblo's wastewater user charge has two components. There is a service charge that covers billing and collection costs, as well as the cost of maintaining readiness and capacity to serve. There is also a volume charge that covers volume and normal strength related costs.   For residential households, the volume charge is based on winter water usage when outdoor uses of water are expected to be at a minimum. The residential winter water volume usage is assumed to represent the volume of water that goes to the sanitary sewer system via household drains throughout the year. It eliminates large-volume outdoor uses for irrigation, washing cars, etc. This is the most common method of assigning volume charges for wastewater throughout the nation.

2025 WASTEWATER YTD ACTUAL EXPENSES BY DIVISION

- Pretreatment, $488,805.86 , 2%
- Engineering, $927,890.82 , 4%
- Administration, $1,212,991.80 , 5%
- Sanitary Sewer Maint/ Collection, $2,860,381.14 , 12%
- WRF Capital Projects, $2,517,254.93 , 10%
- Debt Service, $4,068,528.50 , 16%
- WRF - Treatment Plant, $6,248,177.51 , 25%
- Collection Capital Projects, $6,417,221.77 , 26%

Q: Why am I being billed twice – once for storm sewer and once for regular sewer?
A: Pueblo has two separate sewer systems operated by two separate departments.

The sanitary sewer system, operated by the Wastewater Department, collects wastewater from household drains from sources like kitchen sinks, toilets, showers, dishwashers, and laundry machines, and convey the wastewater to the Water Reclamation Facility for treatment to remove pollutants before the treated water is returned to the river.

The storm sewer system, operated by the Stormwater Department, picks up water from streets and the land surface after rain storms or snow melt, and carries that water directly to the river. The storm drains are designed to carry water away quickly so streets and houses are not flooded. Stormwater is not treated beyond limited settling, before it is returned to the river.

Both systems require regular maintenance. Both systems are required to meet standards established by the federal Clean Water Act and Colorado's Water Quality Control Act. The two systems are funded separately at levels designed to cover the costs of operation, maintenance, and regulatory compliance. For this reason, your monthly bill contains separate charges for storm sewer and regular sewer service.

Q: Can I pay my Wastewater and Stormwater bills on line?

A: The Pueblo Board of Water Works bills and collects City of Pueblo Wastewater and Stormwater charges along with your water bill. The Board of Water Works customer payment options include:

- In person at their business office located at 319 West 4th Street
- By phone through the BOWW Customer Call Center at 584-0203
- Electronically through either their direct debit program known as Auto Pay at www.pueblowater.org
- In person at any Wal-Mart location (standard fees by Wal-Mart do apply)
- Drop Box Depositories located at:
  Board of Waterworks drive through at 319 West 4th Street

Q: Can I use a credit card to pay my Wastewater and Stormwater bills?
A: Yes, the Pueblo Board of Water Works bills and collects City of Pueblo Wastewater and Stormwater charges along with your water bill. The Board of Water Works customer payment options include:

- In person at their business office located at 319 W. 4th Street
- By phone through the BOWW Customer Call Center at 584-0203
- Electronically through their direct debit program at www.pueblowater.org
- In person at any Wal-Mart location (standard fees by Wal-Mart do apply)

Q. If I request a wastewater bill adjustment for irrigation, when will the adjustment show up on my bill?

A: The wastewater or sewer charge is based upon water consumed between the December and February (non-irrigation months) water meter readings. If your request for adjustment is within that time frame and it is determined that you should receive an adjustment, you should see that adjustment on the next bill following the monitoring period. If you request an adjustment other than December to February, you should see that adjustment within 2 to 4 weeks after approval. You can find a "Request for Adjustment of Sewer User Charge" form online at www.pueblowater.org or https://www.pueblo.us/282/Forms

Single Family Residential Water Use

Leaks 5%
Laundry 10%
Dishwashing 1%
Toilets 13%
Faucets 7%
Showers & Baths 10%
Landscaping 54%