

# TODD CREEK VILLAGE

METROPOLITAN DISTRICT

*Proud to be your area water provider*



## SERVING OUR CUSTOMERS: What You Need to Know About Property Access

Todd Creek Village Metropolitan District is proud to be your area water provider. Our number one goal, always, is to provide clean, safe drinking water, but we have other supporting goals as well. We also aim to maintain reliable water supplies, operate efficiently, and engage in dependable customer service.



To meet our goals, at times, the District must enter customer property to carry out necessary duties. TCVM Rules & Regulations grant "Right of Entry" in section 4.7 in exchange for District services.

Most commonly property entry is necessary to obtain a meter reading or to repair a meter, but TCVM is granted the right to work within all properties for the purpose of inspection, observation, measurement, sampling, testing, repairs or any other reasonable purpose in accordance with the provisions of the Rules & Regulations.



The District and our employees will attempt to notify customers of entry through door knocking, door hanger tags, and/or email notification. Additionally, TCVM employees can be identified through badges, logoed uniforms, and logoed vehicles.

While we attempt to enter customer property as little as possible, we have an obligation to all customers to do what is needed to meet all our goals and ultimately provide clean, safe drinking water. If a customer would like to explore moving District equipment closer to the street to minimize property entry, please contact [toddcreek@toddcreekvillage.org](mailto:toddcreek@toddcreekvillage.org) to be connected with the Distribution Manager, Ryan Uran.



**Transparency Notice: Board meetings are held the second Thursday of each month at 2:00 pm via Zoom. The public is always welcome and encouraged to attend.**



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