

News & Updates

from Thornton Water

[July E-News](#)

[August E-News](#)

[September E-News](#)

[October E-News](#)

2026 Water Rates

Your water rates reflect the cost of providing clean, reliable water to our community. Each year, Thornton Water evaluates these costs to determine the water rates necessary to cover them, while balancing affordability. Your water rates not only pay for the actual water running through your pipes, but for a complex water system that transports, stores, treats, and delivers an average of 22 million gallons of drinking water to customers each day. As of January 1, 2026, water rates will increase by an average of \$4.37 per month in the winter and \$10.59 per month in the summer for single-family residential customers. Individual bills will vary and reflect actual monthly usage.

In 2026, your water rate contribution will support improvements and maintenance for the existing reservoirs, water treatment plants, distribution pipes, pump stations, storage tanks, hydrants, and technologies that run your water system. The improvements also include the addition of a new [PFAS removal treatment system](#) at the Thornton Water Treatment Plant to meet new state and federal drinking water standards. This new process is slated to be operational in 2028. Water rate increases do not fund water system expansion for Thornton growth areas. Water infrastructure in growth areas is funded through city development connection fees.

Learn more about how water rates are calculated in our [water rates DeMISTified fact sheet](#).

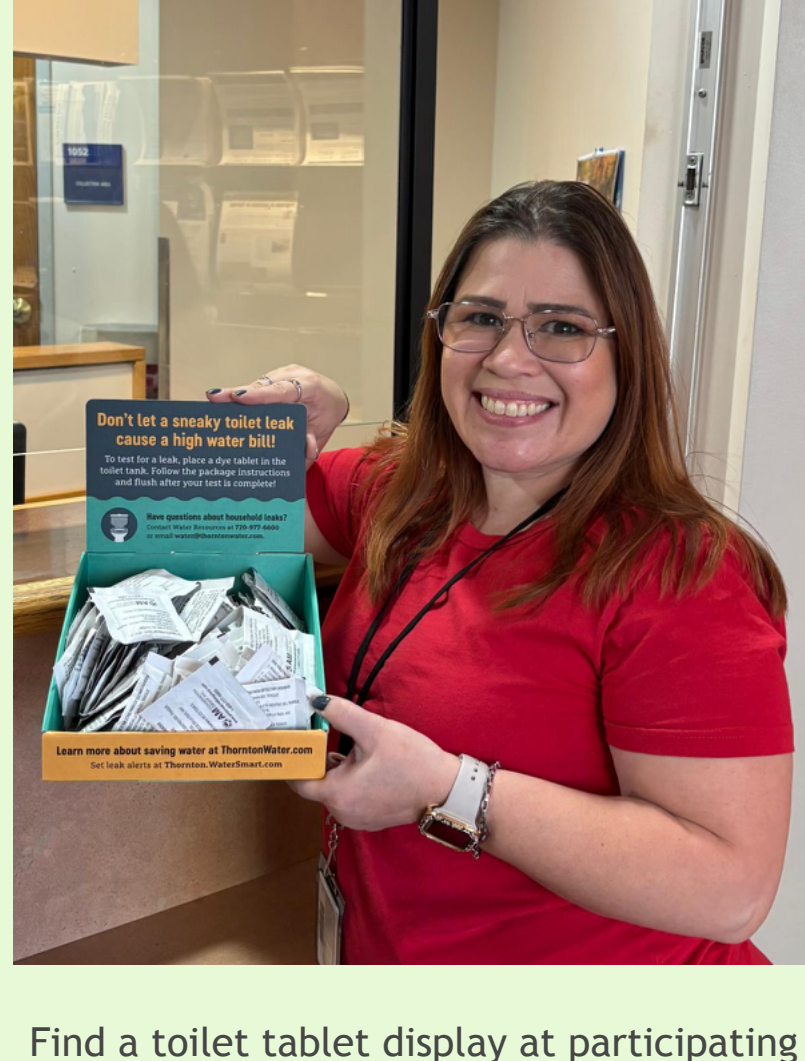
Your Thornton Water Rate Covers:

- Water Source Management
- Infrastructure Maintenance
- Water Treatment Plant Improvements
- Safe Drinking Water Requirements

WITHOUT WATER *life would be* PRETTY DRY | [THORNTONWATER.COM](#) |  **THORNTON**

Happy Belated World Toilet Day!

Thornton recently celebrated **World Toilet Day**, a celebration to appreciate the role that access to reliable sanitation plays in our everyday lives. Even one simple flush of the toilet requires a complex system of pipes, processes and water treatment to ensure proper waste disposal. Learn more about how to upgrade your toilet or take advantage of water-efficient toilet rebates on our [residential rebates and services page](#). Stop by the following locations to pick up toilet tablets to check your toilet for leaks and show it some love for World Toilet Day!



Find a toilet tablet display at participating city of Thornton buildings to test your toilet for leaks today!

- Trail Winds Recreation Center
- Carpenter Recreation Center
- Thornton Active Adult Center
- Thornton Community Center
- Thornton Community Connections
- Thornton City Hall
- Infrastructure Maintenance Center

Water System Update Standley Lake Pipeline Repairs

Your water maintenance team is responsible for a network of more than 667 miles of pipeline, and minor issues can cause major problems if not addressed quickly. Last month, crews identified a leak in the Standley Lake pipeline, which delivers water to the cities of Thornton and Northglenn from Standley Lake Reservoir in Westminster. The service line was briefly out of service while crews investigated a leak near 99th Avenue and Wadsworth Boulevard. Staff members sealed a separated joint to repair the leak and quickly returned the pipeline to full functionality. Since Thornton Water has multiple reservoirs to pull from, water service was not disrupted while these repairs were conducted.



Crews busy at work to determine and repair the source of the leak in the Standley Lake Pipeline.

Utility Billing Updates

Is Your Contact Information Up to Date?

Make sure the email and phone number on your utility account are current, so you don't miss important alerts about continuous water use or possible leaks. An outdated email could mean missed alerts, undetected leaks, and higher bills. We recommend checking and updating your email and phone number in both customer portals:

- [Paymentus](#), our billing and payment portal.
- [WaterSmart](#), our leak detection and water use monitoring portal.

Notice of Payment Address Change

Wells Fargo has relocated our payment processing from Denver to Dallas to enhance payment-processing capabilities. Effective immediately, customers who choose to pay by check must use the new payment address:

City of Thornton
PO Box 209103
Dallas, TX 75320-9103

For now, mail forwarding from the Denver address is in place; however, beginning in 2026, any payments sent to the old address will be returned to the sender. We appreciate your attention to this important update.

Utility Billing Financial Assistance

Get a helping hand with your monthly water bill with the Water Assistance Program for lower-income Thornton Water customers. Applicants must provide proof of household income or benefit recipient status to qualify. Approved customers will receive a credit to their utility billing account. To apply for the Water Assistance Program or other Thornton Assistance Programs, visit [gocot.net/assistanceapp](#), email assistance@thorntonco.gov or call 720-977-5815.



Questions? Give us a call!
[Utility Billing](#): 303-538-7370
[Water Quality](#): 303-255-7770
[Water Efficiency Programs](#) and WaterSmart customer portal: 720-977-6600