

Decor by Diane
Interior Painting
 No job too small. Over 30 years experience.
Decorbydm@aol.com or (719) 488-0817


Fuse Salon is excited to introduce the newest member of our team:
Courtney Draper!
 Courtney's August discounts for new clients:
FREE cut with first color appointment
\$10 OFF women's cuts
\$5 OFF men's and kids' cuts

 Courtney Color specialist/ Stylist
 (720) 475-0832 cell (719) 488-1600 salon
 11 Primrose, Suite C (below The Depot), Palmer Lake

Tri-Lakes Consignment, Ltd.
 Furniture, Antiques, Collectibles & Gifts

 West End Center
 755 Hwy 105, Palmer Lake
(719) 203-5178
 TLConsign.com
Find your next treasure at Tri-Lakes Consignment

COUNSELING
PSYCHOTHERAPIST MA
MARY SENOUR
 Marriage • Family • Adolescents
 Substance Abuse • Body Image
 Coping Skills • Coaching
 236 N. Washington St., Monument
(719) 331-4312 Email: senour71@gmail.com

It's a Pane Window Cleaning

 ✓ Windows ✓ Screens
 ✓ Tracks
 Very Customizable
 Free Estimates
Ryan Schutz (719) 337-4225

Beginner to Intermediate
 My House or Yours (719) 448-9233
 25 Years Experience (719) 650-8877
Susan Humphreys
 Piano Teacher

 susan.lohr54@gmail.com

the TRI-LAKES Y
 17250 Jackson Creek Parkway
 Monument, CO 80132
BACK TO SCHOOL BBQ
 FREE & Open to the community!
 Food, fun & games

 Friday, August 19, 2016
 6:00 - 8:00 p.m.
 TO RSVP Call 719.481.8728 or visit the front desk
BRING IN THIS AD FOR A FREE 1-DAY PASS
 Expires 8/31/16
 Please show Photo ID. One visit per person.
 Financial Assistance available to those who qualify.

was disappointed that local media did not accurately report the water loss and made it sound like the district was trying to hide the finances. He said a neighboring district took four months to find a similar leak, because it "can be very complicated," and he anticipated a lot of "armchair quarterbacking" and said the district had learned a lot of lessons. "We all know this won't be the last time in the district that a pipe leaks," he said.

However, the feelings of many people in Triview were summarized by another resident, who said, "Triview district management, you have lost our trust. Communication was terrible, there was no transparency, and the story changed. I was hearing everything through rumors. What was going on? You didn't answer the phone. It is hard for us to trust the district right now."

One urgent theme was that as early as two weeks before the leak was found, at least three residents had noticed the out-of-the-ordinary flow of water in the beaver pond and reported it to Triview via phone calls, emails, and in person, but they were "ignored."

Some of the residents' comments about the July 9 emergency meeting were:

- Why was it held in the parking lot at Bear Creek instead of inside the building?
- Some members running the meeting refused to answer questions or did not give proper answers.
- It was an absolute disgrace, and calling the Police Department was not necessary.

Some of the residents' questions included:

- Why didn't you ask the residents to help look for the leak? We would love to help.
- If there are still over 100 small leaks, why haven't these been fixed?
- Who is going to pay for this water leakage and the

- leak detection company that came out July 9?
- Why was this old water line not on your drawings?
- Valerie, are you going to resign over this?
- Do I need to sign up for Reverse 911?

Note: Each citizen needs to sign up his own land line and/or cell phone for the El Paso County Reverse 911 emergency notification system. See www.elpasoteller911.org/. Triview used this system as a tool for communication during this emergency, but it is a separate system administered by the county.

Residents' suggestions included:


- It would have been more helpful to communicate developments on the website. Instead we heard rumors from neighbors.
- You could provide a form on the website for people to fill out if they see a possible leak so their information won't get lost in a flood of emails.
- Website information about the watering restrictions was inconsistent. I got a violation letter for non-compliance when I thought I was in compliance based on what I read.
- The district website should be updated with current events but also more detailed financial and long-range plan information.
- We ask the district board to hold staff more accountable to a higher customer service culture.
- I hope the two beavers and their kits living in the pond are protected and have not been chlorinated.
- You need to either put a moratorium on growth or change how you deal with maintaining infrastructure. We can't keep growing if you guys can't maintain the system or communicate with us.
- The Monument Board of Trustees dictates landscaping requirements for new homes, and it needs to change. Colorado's semi-arid climate cannot sustain the amount of water we are dumping on our yards. (See related Monument Planning Commission article on page 15.)
- The board should press staff to present the district's long-term business plan identifying a specific vision for what is in the best interest of district residents, not any self-preservation interests. There are so many individual special districts in this area that provide municipal services, if it's beneficial to the members for the district to get out of this business, then that should be assessed.

Note: In 2009, Monument Town Manager Cathy Green said once Triview's \$50 million debt is paid off, the district will be dissolved and the town will pay for services after that. (See www.ocn.me/v9n5.htm#bot420.)

Several residents commended Cichocki for trying to stay on top of the problem after just being recently hired by the district as the operator in responsible charge (ORC). And they thanked board members for their service. Note: Cichocki stated that he worked 100 hours during the six-day emergency and needs the board to hire an experienced

Tammie's Cleaning Service

 Dependable and honest with an old-fashioned work ethic! My mission is to provide a quality service to you and your home. I charge reasonable rates and provide quality service with a personal touch to meet your needs!
(719) 648-4725
Let Me Do Your Dirty Work!

Cyndee Henson
 719-439-1493
Happy Tails
 Dog Walker & Pet Sitting Service
 Insured • Bonded • PSI Member
 + CPR Certified


FACINELLI MOTORS

\$3 OFF Oil Change
\$10 OFF \$100 Service
 Good through 8/31/16.
Quality Auto Repair
Subaru Specialists
Toyota • Honda
Call today: 488-6729
We have moved!
 Temporary location
735 Hillview Rd., Palmer Lake
 (corner Meadow Lane and Hillview)
Monday-Friday 7:30 am - 6 pm
Saturday by appointment


NEED SOME DIRT MOVED?
All Types of Excavation
 25 Years Experience • Insured
www.sharpestcut.com
Sharpest Cut (719) 491-4811

Assist 2 Sell
 There is a better way
America's Leading Discount
Real Estate Brokers
 719 487-1777 www.COList4Less.com

Dan Elders
 P.O. Box 652
 Monument, CO 80132
 719.650.4249
 Fire Proofing
 Free Estimates (Of Course)
 Since 1995

ANGRY SQUIRREL TREE SERVICE