



## COPPER MOUNTAIN CONSOLIDATED METROPOLITAN DISTRICT

0477 COPPER ROAD  
0800 COPPER ROAD, BOX 3002  
COPPER MOUNTAIN, CO 80443

July 1, 2022

**RE:** CMCMD Cable and Internet Department  
Billing System Transfer Information and Instructions

Dear Cable & Internet Customer:

Copper Mountain Consolidated Metropolitan District (District) has been implementing Cable and Internet system improvements over the first six months of 2022. All of the District's Cable and Internet customers should have received a letter dated June 6, 2022 that provided an explanation of the system improvements. The June 6<sup>th</sup> letter is posted on the District website at <https://www.coppermtnmetro.org/cabletvinternet.html>

As part of the system improvements, the District has taken over the customer billing responsibilities for Cable and Internet services. Monthly and quarterly invoices that were previously billed through Resort Internet, will now come directly from the District. This will require Cable and Internet customers to set up new accounts with the District, as the previous Resort Internet billing system is no longer active. Several payment options are available including direct payment by check or Electronic Funds Transfer (EFT) and credit card payments through Xpress Bill Pay. Please follow these instructions for setting up EFT and credit card accounts:

### **Electronic Funds Transfer (EFT) and Credit Card Accounts**

1. Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)
2. Click SIGN UP at the upper right corner of the home page
  - Enter email
  - Create and confirm password
  - Click "I'm not a robot" box, NEXT
3. Select account type – personal or business
4. Enter name, phone number, and primary address
5. Agree to terms and conditions, NEXT
6. Verify email, CONTINUE
7. Enter mobile number if you would like to receive text messages
8. Find billing organization by entering "Copper MTN Consolidated MD" or by clicking on it if you see it as an option
9. Enter your District account number (located on your invoice) and your name
  - Locate Account – if your account is not found, try eliminating the decimal and last two digits of your account number. For example, if your account number is 1900.01, eliminate the .01.
  - Opt for paperless billing if you would like
  - Add Account
10. Set up auto pay if you would like
11. Follow instructions to set up Schedule, Amount, Method, and Notifications
12. Save changes to activate account in Summary

### **Existing Water and Sewer Customers**

- If you are an existing Water and Sewer customer and already have an Xpress Bill Pay account, you can pay Water and Sanitation and Cable and Internet bills at the same time. Xpress Bill Pay will automatically combine Cable and Internet bills and Water and Sanitation bills into one bill.

Enclosed you will find either one Cable and Internet invoice for annual payment or separate invoices for first, second and third quarters of 2022. The District has included invoices for all three quarters to get the billing system back on schedule. Future bills will be distributed in advance of service – fourth quarter will be sent at the beginning of October. The District recognizes that billing for three quarters concurrently may impose a financial burden. We will work with adversely affected customers to make payment arrangements that are agreeable to the customer and the District. The 1.5% late fee that is automatically applied to outstanding balances will not be applied to accounts for which alternative payment arrangements have been made. For Cable and Internet customers that choose to pay the entire year in advance, the 5% discount that was previously available through Resort Internet will still be available in 2022. Customers who are interested in making alternative payment arrangements or in receiving the 5% discount, should contact the District Clerk-Treasurer at [clerk-treasurer@cmcmdi.com](mailto:clerk-treasurer@cmcmdi.com).

The District will be sending out Cable and Internet service agreement documents in a separate mailing. These documents will include:

1. Customer Acknowledgement & Authorization for Fiber Optic, Internet, and Cable TV Access (all customer accounts)
2. Terms and Conditions of Use for Fiber Optic, Internet, and Cable TV Access (all customer accounts)
3. Residential Easement and Memorandum of Agreement (residential accounts – requires notary signature)
4. MDU Right of Entry Agreement (multi-dwelling units – requires notary signature)
5. Statement of Work for Commercial Fiber Optic, Internet, and Cable TV Services (commercial customers)

Please keep an eye out for these documents and return them to the District as soon as is practical. Contracts can be notarized by the service of your choice, or you may schedule notary services for a fee of \$25 per document with the District Treasurer at [clerk-treasurer@cmcmdi.com](mailto:clerk-treasurer@cmcmdi.com).

We are excited about the Cable and Internet system improvements, and we look forward to offering enhanced Cable and Internet services in the future. Your patience with the billing delays is greatly appreciated. If you have any questions or concerns, please contact any of the District representatives listed below.

Sincerely,



Robert Martin, P.E.  
District Manager  
Copper Mountain Consolidated Metropolitan District

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DISTRICT REPRESENTATIVES

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