



PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

It is the Goal of Pine Strawberry Water Improvement District to keep all our customers informed and want to make sure we can provide quality on time service to everyone in our district.

In order for us to provide this service we need to inform our customers of the following information.

1. The Customer shall furnish and maintain a high quality private cut-off valve and approved backflow prevention device (if backflow is required) on the Customer's side of the meter and within 18" of the meter. Customer should only be using their valve to shut off water or turn on water to the premises. If you do not have a cut-off valve please contact a plumber to have one installed. The Company (PSWID) valve is not to be used for this purpose.
2. Any Customers that call after regular business hours 8:00 a.m. to 5:00 p.m. Regarding a water issue and it is determined that the issue is on the Customers side of the meter will be charged for an after-hours service call fee of \$125.00 minimum.
3. PSWID will be happy to reread your meter if you feel there is a discrepancy but due to the amount of requests if the reread requested by the customer comes back and it is determined the read was correct a charge of \$40.00 will be billed to your account. If the reading is determined to be incorrect your account will be credited accordingly.
4. Easements are established and recorded on certain property locations within the Pine/Strawberry area so that PSWID can best service its customers, these easements are rights of way for utilities. The Customer needs to make sure they do not use this easement area for any purpose and must notify the District in advance should this area need to be used for equipment and/or deliveries. PSWID also has all rights to secure easement areas and notify customers of unauthorized use of such area.
5. The Collection policy of the district has recently been updated and all customers will be treated the same regarding this policy- All bills are due when rendered-They are considered delinquent one day after the due date stated on the bill.

A Late fee will be applied to the billing due one day after the due date.

The Past Due amount is always shown on your next billing.

A Door Hanger/Shut Off Notice will be issued to all customers 60 days due.

The Meter will be Locked or removed on Day 70.

A Lien will be filed on all property owners if the amount due is 90 days past due.

If you have an issue with your bill and/or questions or concerns please contact the customer service department at #928-476-4222 or email: csmanager@pswid.org , or you can come to the office directly at your convenience we are located at : 6306 West Hardscrabble Road Pine, AZ 85541.

PSWID hopes to provide good quality water service to all our customers in a timely fashion. Please make note of the above and should you need further information please feel free to contact us directly.

Tom Weeks, Chairman of the Board of Directors for Pine Strawberry Water Improvement District