Welcome to Pine-Strawberry,

Let us be among the first to welcome you to our mountain community!

In order to assist you in setting up your water service, we have compiled an information packet to help get you started.

Attached is an Application for New Service, a Water Rate Schedule, information about Water Loss and Water Line Protection offered through a third party and a flyer detailing your responsibilities pertaining to a customer shut-off valve.

In addition to the completed/signed application, we will need a copy of the Title Deed page showing proof of ownership along with $200.00 ($150.00 Security Deposit-refundable when you close your account and $50.00 to establish service).

This information can be emailed to us at csmanger@pswid.org, faxed to 928-476-4224 or brought by our office on Hardscrabble Rd in Pine.

Payment may be made via Credit or Debit Card, check, or cash. Please note that all card transactions are subject to a $2.00 processing fee.

If we can be of any other service please let us know.

Sincerely,

Pine-Strawberry Water Improvement District Staff
## Water Rate Schedule for 7/1/2018 through 6/30/19

### Residential Base Fees

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>5/8&quot;</th>
<th>3/4&quot;</th>
<th>1&quot;</th>
<th>1 ½&quot;</th>
<th>2&quot;</th>
<th>3&quot;</th>
<th>4&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Base Fee</td>
<td>$42.50</td>
<td>$42.50</td>
<td>$58.16</td>
<td>$110.00</td>
<td>$135.00</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Commercial Base Fees

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>5/8&quot;</th>
<th>3/4&quot;</th>
<th>1&quot;</th>
<th>1 ½&quot;</th>
<th>2&quot;</th>
<th>3&quot;</th>
<th>4&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Base Fee</td>
<td>$60.00</td>
<td>$60.00</td>
<td>$110.00</td>
<td>$150.00</td>
<td>$210.00</td>
<td>$240.00</td>
<td>$460.00</td>
</tr>
</tbody>
</table>

### Water Usage Rate Tiers

<table>
<thead>
<tr>
<th>Usage Tier</th>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
<th>Tier 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Usage per billing period</td>
<td>1 to 3,000 gallons</td>
<td>3,001 to 5,000 gallons</td>
<td>5,001 to 10,000 gallons</td>
<td>10,001 to unlimited gallons</td>
</tr>
<tr>
<td>Rate per 1,000 gallons</td>
<td>$1.75</td>
<td>$7.00</td>
<td>$10.00</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

Applicable sales taxes will be added to the total amount of the monthly bill.

### Meter Installation and Impact Fees

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>5/8&quot;</th>
<th>3/4&quot;</th>
<th>1&quot;</th>
<th>1 ½&quot;</th>
<th>2&quot;</th>
<th>3&quot;</th>
<th>4&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Meter Install Fee</td>
<td>$1,200.00</td>
<td>$1,250.00</td>
<td>$1,350.00</td>
<td>$1,700.00</td>
<td>$1,800.00</td>
<td>Note 1</td>
<td>Note 1</td>
</tr>
<tr>
<td>Impact Fee (Note 2)</td>
<td>$2,000.00</td>
<td>$2,000.00</td>
<td>$2,300.00</td>
<td>$2,900.00</td>
<td>$3,500.00</td>
<td>$3,500.00</td>
<td></td>
</tr>
</tbody>
</table>

Note 1 – At Market Value
Note 2 - Impact fee applies only to a brand new location where no meter has been installed before.

### Miscellaneous Fees

<table>
<thead>
<tr>
<th>Type of Fee</th>
<th>Fee Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSF</td>
<td>$30.00</td>
<td>All returned payments</td>
</tr>
<tr>
<td>Establishment Fee</td>
<td>$50.00</td>
<td>All new and transferred customers</td>
</tr>
<tr>
<td>Re-Establishment Fee</td>
<td>$100.00 + (Base fee rate x # of months service was terminated up to 12 months)</td>
<td>When customer or PSWD stops service and then restarts service at the same address</td>
</tr>
<tr>
<td>Reconnection Fee</td>
<td>$50.00</td>
<td>For non-payment within 90 days</td>
</tr>
<tr>
<td>Late Fee</td>
<td>$5.00 + 2% monthly</td>
<td>Charged monthly on balance due until current</td>
</tr>
<tr>
<td>Meter Re-read Fee</td>
<td>$40.00</td>
<td>If initial read was correct and was requested by customer</td>
</tr>
<tr>
<td>Meter Test Fee</td>
<td>$150.00</td>
<td>If meter is good and was requested by customer</td>
</tr>
<tr>
<td>Meter Re-Install Fee</td>
<td>$150.00</td>
<td>If pre-plumbed</td>
</tr>
<tr>
<td>Security Deposit</td>
<td>$150.00</td>
<td>Required for all customers</td>
</tr>
<tr>
<td>After Hours Service Fee</td>
<td>$125.00</td>
<td>At customer’s request – Minimum fee 1 hour</td>
</tr>
</tbody>
</table>

P.O. Box 134 Pine, AZ 85544 - (928) 476-4222
PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

The Customer is responsible to have their own shut off valve installed. The customer should not be using the PSWID valve to shut off the water at any time. PSWID is requiring that all customers have a customer side shut off valve be installed no later than January 31, 2016.

After January 31, 2016 PSWID will not be responsible for damages to our side of the equipment if a shut off valve has not been installed on the customer's side of the connection.

Below please see the diagram and suggested notes regarding this shut off valve.
A Plumber should install this shut off valve to ensure the correct type of fittings and measurements are used.

If necessary your plumber can install a shut off valve anywhere after the PSWID connection within a minimum of 12" from the PSWID connection and a depth of 18" minimum.

Customer Side of connection
1. (Optional)-Hose bib with vacuum breaker
2. (Optional)-Tee (required if installing optional hose bib)
3. (Required)-Union
4. (Required)-Ball Valve-Customer Shut Off Valve

Water Company
5. Check Valve
6. Water Meter
7. Utility Shut Off Valve

Note-All nipples and fittings to be brass or copper only. No galvanized, PVC or soft materials.

DO NOT CONCRETE, PAVE OR BUILD ANY STRUCTURES WITHIN 5" AREA ON ANY SIDE OF THE METER BOX. WATER COMPANY WILL NOT REPLACE IF ANY OF THE ABOVE HAS TO BE REMOVED AND IS NOT RESPONSIBLE FOR DAMAGES IF CUSTOMER DOES NOT HAVE THEIR OWN SHUTOFF VALVE.

"DIAGRAM -FOR REQUIRED::CUSTOMER SIDE CONNECTION TO METER"
Attention Home Owners!

Effective November 1, 2018, Pine Strawberry Water Improvement District began participating in a program called Water Leak Protection. All customers are automatically enrolled and charged $1.80 per month for ServLine Protection to cover an excessively high water bill. ServLine will pay up to $2,500.00 one time each year for a qualifying claim.

A customer may elect to opt out of the Water Leak Protection Program by calling 928 478 8323.

If a customer chooses to opt-out of the Water Leak Protection Program they are responsible for paying for all metered water usage regardless of the reason for that usage.

ServLine also offers waterline coverage for an additional fee. For more information about ServLine’s Water Leak or Water Line Protection Programs call 928-478 8323

Pine-Strawberry Water Improvement District
6306 W. Hardscrabble Mesa Rd, Pine, AZ 85544 PHONE (928) 476-4222 FAX (928) 472-4224
MAILING: PO Box 134, Pine, AZ 85544
WWW.PSWID.ORG
LEAKS HAPPEN
A LEAKY PIPE CAN LEAD TO A LEAKY WALLET.
WE ARE EXCITED TO ANNOUNCE OUR ServLine LEAK PROTECTION PROGRAM.
WITH AUTOMATIC ENROLLMENT
YOU WILL BE PROTECTED FROM HAVING TO PAY A HIGH WATER BILL AND AVOID INTERRUPTION TO SERVICE.

WATER LEAK PROTECTION*

AUTO-ENROLLED
Up to $2,500/LEAK*
Call us to decline protection and accept full responsibility for water bills caused by water leaks

RESIDENTIAL
Only $1.80
Per Month

COMMERCIAL

SINGLE OCCUPANCY
Only $5.00/ MN
MULTI-OCCUPANCY
Only $10.00/ MN
Up to 2" Meter

CALL TODAY: (928) 478-8323

All leaks occurring after November 1st will only be adjusted through our ServLine Program.
* Please refer to our service agreement online for additional services and qualifications for leak protection.
**ENHANCED LINE PROTECTION**

Enrollment after November 1st requires a 30 day waiting period.

**PIPES BREAK**

A Broken Pipe on your property can wreak havoc on your finances.

Protect your Personal Water Infrastructure!

Take advantage of instant enrollment by adding our ServLine Enhanced Line Protection.

"My neighbors felt sorry for me when they saw the different companies coming out to mark the gas, electric, and water lines before the backhoe began to dig up my yard. They said it must be terribly expensive and wanted to know how much all of it was going to cost. I was able to proudly say, nothing! My ServLine Line Protection offered by the utility covered the full amount! It paid $1,575.00 to the plumber to replace 25-feet of my water line."

- Mrs. McWherter | Home Owner -

**WATER LINE PROTECTION***

Up to $10,000/Repair for cracked or broken line from meter to foundation
No deductible
No annual limit
Enroll now - call today

Residential Only $5.20
Commercial Single occupancy only $13.50
Multi-occupancy only $27.00

For residential only: Up to $500 for thawing of frozen service line.
ServLine Enhanced Line Protection includes $500 for landscaping and private paved surfaces.

**NOV 1st 2018**

**CALL TODAY: (928) 478-8323**

***Some restrictions apply. Call to request a full copy of program protections and exclusions. Some exclusions are: water meter, water pit, water vault, pumps, valves, back-flow assemblies.***