



PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT
NEW CUSTOMER INFORMATION PACKET

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 csmanager@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.

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

Sincerely,

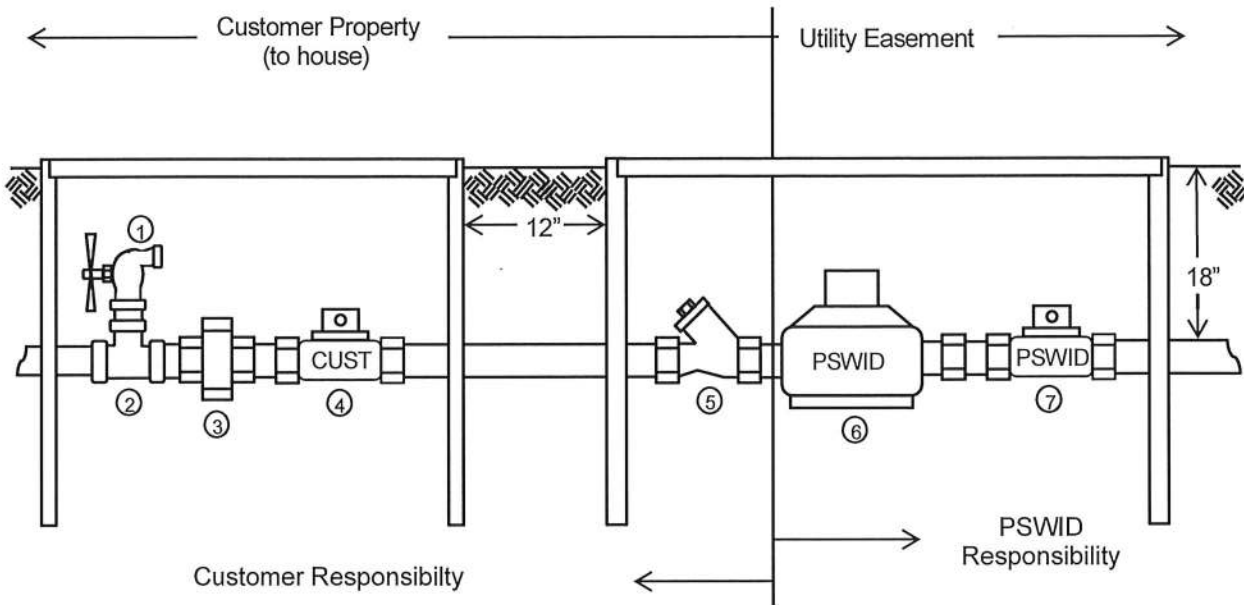
Pine-Strawberry Water Improvement District Staff



Pine-Strawberry Water Improvement District

6306 W. Hardscrabble Mesa Road, Pine AZ 85544

DIAGRAM FOR REQUIRED CUSTOMER SIDE CONNECTION TO METER



Customer

1. (Optional) Hose bib with vacuum breaker
2. (Optional) Tee (required if installing optional hose bib)
3. (Optional) Union
4. (Required) Shut off valve
5. (Required) Check valve

PSWID

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.

Follow all federal, state and local plumbing codes.

It is the responsibility of each customer to insure his or her water meter connection complies with the "customer responsibility" segment of the above shown diagram. Each water meter is subject to inspection by Pine-Strawberry Water District personnel **prior to provision of service**. Water service cannot be provided until customer connections are inspected and approved.

DO NOT CONCRETE, PAVE OR BUILD ANY STRUCTURES WITHIN A 5" AREA ON ANY SIDE OF THE METER BOX. WATER COMPANY WILL NOT REPLACE IF ANY OF THE ABOVE HAS TO REMOVED AND IS NOT RESPONSIBLE FOR DAMAGES.

In order to request final inspection, please contact our Customer Service Department at (928) 476-4222, Monday-Friday, 8:00 am – 4:30 pm. Please note inspections are generally completed two to three (2-3) business days after request.





PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

P.O. Box 134 Pine, AZ 85544 - (928) 476-4222

Water Rate Schedule for 7/1/2019 through 6/30/2020

Residential Base Fees

Meter Size	5/8"	3/4"	1"	1 1/2"	2"	3"	4"
Monthly Base Fee	\$42.50	\$42.50	\$58.16	\$110.00	\$135.00	-	-

Commercial Base Fees

Meter Size	5/8"	3/4"	1"	1 1/2"	2"	3"	4"
Monthly Base Fee	\$60.00	\$60.00	\$110.00	\$150.00	\$210.00	\$240.00	\$460.00

Water Usage Rate Tiers

Usage Tier	Tier 1	Tier 2	Tier 3	Tier 4
Water Usage per billing period	1 to 3,000 gallons	3,001 to 5,000 gallons	5,001 to 10,000 gallons	10,001 to unlimited gallons
Rate per 1,000 gallons	\$1.75	\$7.00	\$10.00	\$15.00

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

Meter Installation and Impact Fees

Meter Size	5/8"	3/4"	1"	1 1/2"	2"	3"	4"
New Meter Install Fee	\$1,200.00	\$1,250.00	\$1,350.00	\$1,700.00	\$1,800.00	Note 1	Note 1
Impact Fee (Note 2)	\$2,000.00	\$2,000.00	\$2,300.00	\$2,900.00	\$3,500.00	\$3,500.00	\$3,500.00

Note 1 – At Market Value

Note 2 - Impact fee applies to a location where service has never been established

Miscellaneous Fees

Type of Fee	Fee Amount	Description
NSF	\$30.00	All returned payments
Establishment Fee	\$50.00	All new and transferred customers
Re-Establishment Fee	\$100.00 + (Base fee rate x # of months service was terminated up to 12 months)	When customer or PSWID stops service and then restarts service at the same address
Re-connection Fee	\$50.00	Due to shut off for non-payment
Turn Water on/off	\$50.00	At customer request for a non-emergency
Meter Re-read Fee	\$50.00	If requested by customer & initial read was correct
Meter Field Test Fee	\$50.00	If requested by customer & meter is good
Meter Re-install Fee	\$150.00	If pre-plumbed
Security Deposit	\$150.00	Required for all customers
After Hours Service Fee	\$125.00 per/hour	At customer's request – Minimum fee 1 hour
Late Fee	\$5.00 + 2% monthly	Charged monthly on balance due until current
Adjust Meter Box	\$200.00	At customer request or due to damage by customer negligence
Meter Relocation (or) Meter Elevation Change	\$250.00	At customer request
Water Loss Protection	\$1.80 Res/\$5.00 Comm Per month	Automatically enrolled-option to opt out



CRITERIA FOR BACK FLOW DEVICES

COMMERCIAL ACCOUNTS: All commercial customers are required to have a backflow device installed.

RESIDENTIAL ACCOUNTS: If a residential customer has any of the following, they are required to have a **Backflow Prevention Device** OR a **Vacuum Breaker** OR a **Double Check Valve** installed:

1. Customers who have horses.
2. Customers who have a connection to any other water source: (For Example):
 - a. Customers who have wells.
 - b. Customers who have irrigation systems.
 - c. Customers who have ponds.
 - d. Customers who have tanks, barrels or any other water storage system.
 - e. Any other system deemed to be a potential source of water contamination.

*****If a customer (residential or commercial) has a backflow prevention device they are required to have the system inspected annually by an independent backflow inspector and the results must be submitted to PSWID.**

All vacuum breakers, and/or double check valves must be inspected by PSWID personnel to verify that that device has been installed correctly.

PIKE-STRAWBERRY WATER IMPROVEMENT DISTRICT

SERVLINE LEAK PROTECTION

BEFORE NOVEMBER 1ST 2015



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



ONLY \$1.80
PER MONTH



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.

ENHANCED LINE PROTECTION

ENROLLMENT AFTER NOVEMBER 1ST REQUIRES A 30 DAY WAITING PERIOD.

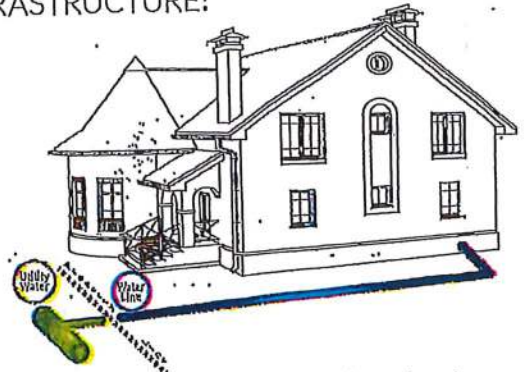
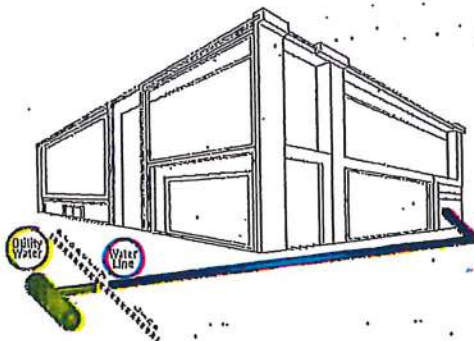


PIPES BREAK

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 PROTECTIONSM



UP TO \$10,000/ REPAIR
FOR CRACKED OR BROKEN LINE
FROM METER TO FOUNDATION
NO DEDUCTIBLE
NO ANNUAL LIMIT
ENROLL NOW - CALL TODAY



ONLY \$5.20
PER MONTH



SINGLE OCCUPANCY
ONLY \$13.50
MULTI-OCCUPANCY
ONLY \$27.00
PER MONTH

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
BEGINNING 1ST
2018

CALL TODAY: (928) 478-8323



*** SOME RESTRICTIONS APPLY. • CALL • TO REQUEST A FULL COPY OF PROGRAM PROTECTIONS AND EXCLUSIONS.
WATER LINE PROTECTION DOES NOT COVER: WATER PIPES, WATER VALVES, BACK-FLOW ASSEMBLIES.

ANNOUNCING THE EASIEST WAY TO PAY YOUR BILL

Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill.

If you have an Internet connection and an email address, you can now pay your bill online. You are also able to "opt in" to paperless billing and receive an email notification when your bill is ready to view. It's fast, it's easy, and you no longer have to write a check each month or find a stamp when it's time to send in your payment.

HOW IT WORKS

We have partnered with Xpress Bill Pay, the premier provider for online bill payment.

When you sign up for online bill payment, you will create a secure password that you use to access your personal account at www.xpressbillpay.com. Every month we'll send you a reminder email to let you know when your bill is online.

Then, just log in through your Web browser and view your bill. Select a payment type — credit card, debit card, or electronic funds transfer — enter the information, and you're done! It's that easy, and it only takes you a few minutes each month.

We're offering this service at the request of customers like you. Sign up today and see why so many people consider this the best way to pay their bills.

ONLINE BILL PAYMENT FACTS

- It's free to sign up for online bill payment at www.xpressbillpay.com.
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your checking account.
- You can pay your bill from anywhere. Users outside the U.S. can contact our Payment Center anytime to make a payment or to set up an Auto Pay.
- No need to worry about late payments if you're out of town when your bill is due.
- After you complete the transaction, you can receive an email receipt to confirm that the payment went through.
- You can view up to a year's history of your account online, so you can compare your current bill to a year ago.
- If you'd like, you can select the Auto Pay option and your bill will be paid automatically each month.



WHAT TO DO NEXT

1. Go to www.xpressbillpay.com. We have partnered with Xpress Bill Pay to provide you with online bill payment service.
2. Click on the "Sign Up" button on the top of the home screen. Fill in the email and password fields, then click in the "I'm not a robot" box and follow the prompts.
3. Complete the short registration form and click "Next."
4. Go to your inbox and open the verification email and click "Verify Email." Then select "Continue" to log in.
5. Select your billing organization and follow the prompts for linking your bill.
6. Once your bill is added to your account, you can add additional bills, view and pay your bill online, or setup a recurring auto payment schedule.

AND THERE'S MORE!

Along with being able to make a payment online at any time, you can also call the payment assistance center to make a payment over the phone.

Call 1-800-720-6847 or 1-385-218-0338 (from outside the U.S.) to speak with a representative and make your payment today! A phone payment fee may apply.

xpress BILL PAY