



**PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT
NEW CUSTOMER 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 you get started.

Attached is our Water Rate Schedule, information about Water Loss and Water Line Protection offered through a third party, online billing information, criteria for backflow prevention devices 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 at 6306 W 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

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

Approved Water Rate Schedule for 7/1/2020 through 6/30/2021

Residential Base Fees

Meter Size	5/8"	3/4"	1"	1 1/2"	2"	3"	4"
Monthly Base Fee	\$46.00	\$46.00	\$61.66	\$113.50	\$138.50	-	-

Commercial Base Fees

Meter Size	5/8"	3/4"	1"	1 1/2"	2"	3"	4"
Monthly Base Fee	\$63.50	\$63.50	\$113.50	\$153.50	\$213.50	\$243.50	\$463.50

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 accurate
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 from 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



Attention Home Owners!

All Pine-Strawberry Water Improvement District customers are automatically enrolled in, and charged, \$1.80 per month for the Servline Protection Program to cover an excessively high-water bill. This Water Loss/Leak protection program will pay up to \$2,500.00 one-time per year for a qualifying claim.

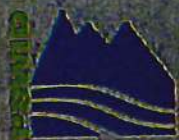
A customer may elect to opt out of the Water Loss (Leak) Protection Program by calling 928-478-8323.

If a customer chooses to opt-out of the Water Loss (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 Loss/Leak or Water Line Protection Programs

call 928-478-8323

Servline is not affiliated with PSWID. PSWID offers this service to assist customers with excessive bills due to customer side breaks. All fees are submitted to Servline & all claims must be processed through them.



PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

SERVLINE LEAK PROTECTION

BEGINS NOVEMBER 1st 2018



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.

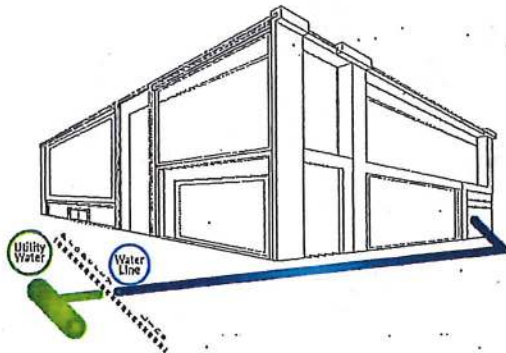


PIPES BREAK

A BROKEN PIPE ON YOUR PROPERTY CAN WREAK HAVOC ON YOUR FINANCES.



PROTECT YOUR PERSONAL WATER INFRASTRUCTURE!



Customer Responsibility

Utility Responsibility



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



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
BEGINS 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.
***COVERAGE APPLIES TO CRACKED OR BROKEN SERVICE LINES MAINTENANCE RELATED ISSUES ARE NOT COVERED

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.



CRITERIA FOR BACKFLOW PREVENTION DEVICES

COMMERCIAL ACCOUNTS: All Commercial customers are required to have a **testable** backflow prevention assembly installed. (ex. Reduced Pressure Backflow Assembly / Double Check Valve Assembly, etc.).

RESIDENTIAL ACCOUNTS: If a residential customer has any of the following, they are required to have a backflow prevention assembly/device installed. (ex. Reduced Pressure Backflow Assembly / Double Check Valve Assembly, or Dual Check Valve*)

1. Customers who have Livestock.
2. Customers who have a connection to any other water source: (For Example):
 - a. Customers who have Wells (Connected/Unconnected/Capped/Dry)
3. Customers who have circumstances where cross contamination is a potential threat. (For Example):
 - b. Customers who have Irrigation Systems.
 - c. Customers who have Ponds, Pools, Jacuzzi's or Fountain's
 - d. Customers who have Tanks and/or Water Storage that a hose can be placed in to.
 - e. Fire Suppressions Systems
 - f. Alternative Septic Tanks
 - g. Swamp Coolers
 - h. Any other system deemed to be a potential source of water contamination.

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

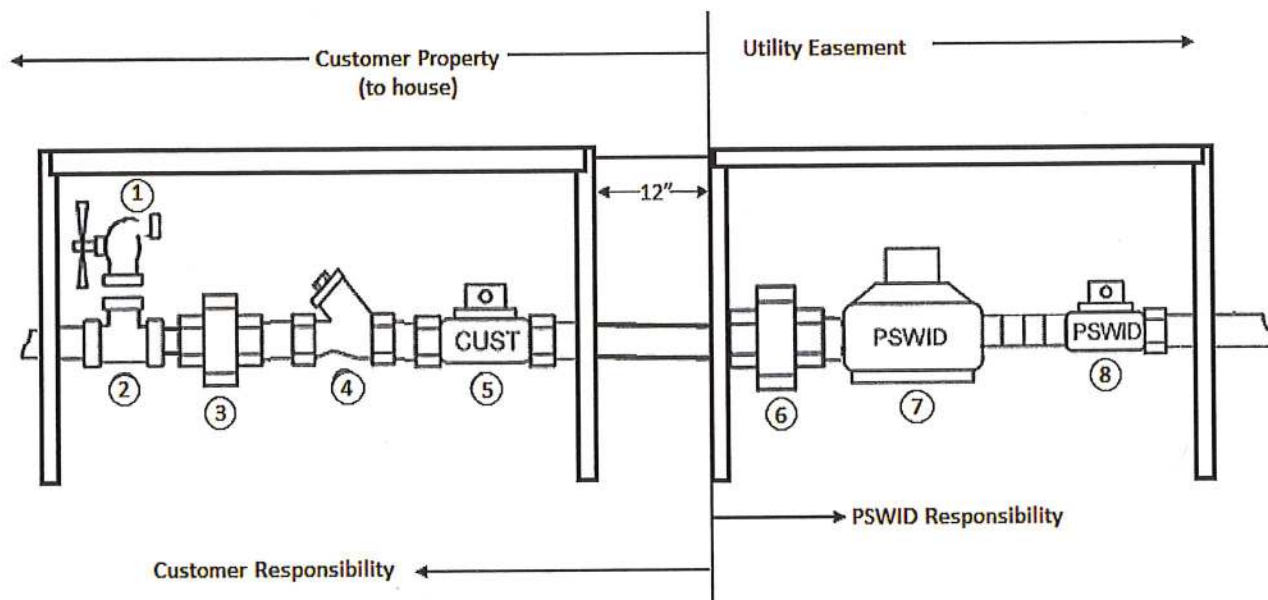
*A Dual check valve is NOT a testable device, therefore, if counterflow is detected, the Customer will be required to install a testable backflow assembly.



Pine-Strawberry Water Improvement District

6306 W. Hardscrabble Mesa Road, Pine AZ 85544

DIAGRAM FOR REQUIRED CUSTOMER SIDE CONNECTION TO METER



Customer Responsibility

1. (Optional) Hose bib with vacuum breaker
2. (Optional) Tee (required if installing optional hose bib)
3. (Recommended) Union
4. **(Required)** Check Valve
5. **(Required)** Shut Off Valve/Ball Valve

PSWID Responsibility

6. Union
7. Water Meter
8. Utility Shut Off Valve

Note: All fittings must be brass or copper. No galvanized, PVC or soft materials.

Follow all federal, state and local plumbing codes.

New Customers:

It is the customers responsibility 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 12" AREA ON ANY SIDE OF THE METER BOX. PSWID WILL NOT REPLACE IF ANY OF THE ABOVE HAS TO BE REMOVED AND IS NOT RESPONSIBLE FOR DAMAGES.

Existing Customers:

Completion of the above requirements can be verified in the following ways:

- 1.) Supply the PSWID office a copy of the receipt after completion, noting the work done and date.
(or)
- 2.) Request an inspection by contacting our administrative office at 928-476-4222



Pine-Strawberry Water Improvement District

6306 W. Hardscrabble Mesa Road, Pine AZ 85544

Rules and Regulations Pertaining to Customer Side Shut Off Valve, Check Valves and Backflow Devices

AV, Section 1.2. The District reserves the right to refuse service unless the Customer's lines or piping are installed in such a manner as to prevent cross connections or backflow.

AV, Section 2.11. Customers shall not use the District's meter as a "turn-on/turn-off" device except in the case of emergencies

AV, Section 2.5. The Customer shall furnish and maintain a private shut-off valve and a brass check valve on the Customer's side of the meter approximately 12" from the meter. In some instances, a customer may be required to install a testable back-flow prevention device, which requires an annual inspection.

All new services are required to comply with this regulation prior to establishment of service.

Existing customers are exempt from upgrading their current system unless problems such as evidence of counterflow, broken pipes on the customer's side of the meter, use of PSWID shut off valve, etc. occur, at which time Customer must bring their system up to PSWID requirements.

THE CUSTOMER SHALL NOT USE THE DISTRICT'S SHUT-OFF VALVE UNDER ANY CIRCUMSTANCES. THE CUSTOMER SHALL BE LIABLE FOR ANY DAMAGES INCURRED IF THEY USE THE DISTRICT'S SHUT-OFF VALVE.

AV, Section 2.6. The Customer's piping and apparatus shall be installed and maintained by the Customer, at the Customer's expense, in a safe and efficient manner and in accordance with the District's Rules and Regulations and in full compliance with the regulations of the State Department of Health and the Uniform Plumbing Code.