

**CHLORIDE DOMESTIC WATER IMPROVEMENT DISTRICT
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WATER SERVICE POLICIES AND PROCEDURES

Amended by the Board of Directors at the Regular Board Meeting on January 10, 2018

Policy Statement

This document sets out the manner in which the Chloride Domestic Water Improvement District (“the District”) provides service to customers. The District is committed to treating all customers in a fair and equitable manner. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the District does not discriminate on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity.

USDA is an equal opportunity provider, employer, and lender.

The District’s employees and directors will perform their duties in a courteous and professional way. If you feel that any District employee’s or board member’s behavior did not meet this standard, please request a hearing before the District’s full Board of Directors.

Section 1: Definitions

Board of Directors

The Board of Directors is the volunteer governing board responsible for the overall operation of the District.

Customer

A customer is a water user or potential water user within the boundary of the district.

Point of Service

Service begins at the customer’s side of meter. Meters and meter boxes are the sole property of the District.

This institution is an equal opportunity provider and employer.

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Section 2: General Operations

Access

As a condition of service, the District reserves the right to access District equipment, even if it is located on the customer's property.

Backflow Prevention

As required by law and as a condition of service, premises which have an alternate source of water supply (such as a well) or conditions of cross connection (such as a water tank) are required to install an approved backflow device and have an annual backflow test performed at their own expense.

The District may organize a group backflow test at reduced cost to customers.

Damage to District Property

Charges for material and labor for broken District water lines and meters are billed to the responsible party. The District will also bill the responsible party for the water lost due to the broken line or meter.

Emergency Conservation Plan

The Board of Directors will promulgate conservation measures during periods of shortage.

Meters

Meters are read once a month. Meters and meter boxes are the sole property of the District.

Restrictions

The District can only provide service to customers within the boundaries of the District.

Service is limited to one parcel of property per meter and may not be shared with other customers or other parcels of property. Water may not be moved from one property to another, even if both properties are owned by the same person or persons.

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Section 3: Customer Relations

New Service

New customers may request service by filling out an application for new service. The District requires a copy of the current driver's license and the applicant's social security number. Service begins when the meter is installed and operational.

If the property change has not yet been recorded, a copy of the deed is required.

At the time of application, the following payments are due:

- New Account Fee per current fee schedule
- Refundable Deposit per current fee schedule

If the property for which service is being requested has no usable meter connection, the following payments are due:

- New Account Fee per current fee schedule
- Meter Installation Copay per current fee schedule
- Refundable Deposit per current fee schedule

Account

Each customer must open their own account. Changes in occupancy require a new application for service and payment of fees and refundable deposit per current fee schedule.

Accounts are current when all charges are paid in full by the due date printed on the billing statement.

Accounts become delinquent the day after the due date printed on the billing statement. Payment must be received by the District; if an online payment provider or the Postal Service fails to deliver payment by the due date, the account will become delinquent.

Fees

Fees are set by the Board of Directors in accordance with Arizona Revised Statutes. A fee schedule is prominently displayed in the District office.

Refundable Deposit

A Refundable Deposit per fee schedule is required for any new account. The Refundable Deposit is due with the application for service. The Refundable Deposit will be applied to the customer's account after consecutive on-time payments for six months, or refunded if the customer closes the account and the account has no balance due. The District waives the Refundable Deposit requirement for customers with another account with consecutive on-time payments for the last six months.

Billing

Bills are payable at the District office and are due as stated on the monthly billing statement. If no bill is received due to the failure of the Postal Service, the customer is not exempt from his or her obligation to pay for water service.

The District does not pro-rate.

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Taxes

The District charges Transaction Privilege Tax (Sales Tax) on water usage with the applicable rate per current fee schedule. This tax is charged by law for most products (not services) and paid by the District to the Arizona Department of Revenue.

Procedure for planned water outages

- Scheduled repairs will be announced with a flyer in the water bill.
- The District will also send out an email reminder about the repair to all customers with a known email address.
- The District will call customers who have requested to be put on a “call” list. This list currently includes about 12 individuals who are housebound and don’t have a computer.
- A flyer will be posted at the post office.
- On days of scheduled repairs, the office will be open all day so that maintenance staff can update the office person and the office person can answer calls. Customers will be discouraged from calling maintenance staff so that maintenance staff can focus on the task at hand.

Renters

If the owner of a property is renting said property to a renter, the owner must accompany the renter to the District office when opening a new account.

If the owner cannot accompany the renter to the District office, the renter may request that an Absentee Owner Information Form (AOIF) be sent to the owner for confirmation of the renter’s name and status as renter. The owner of the property must fill in the form, then have it notarized and return it to the District office before the renter may open an account. Fax copies will not be accepted. A copy (not the original) of the owner’s deed must be sent with the AOIF as proof of ownership.

The owner may have the monthly bill sent to the owner to be paid by the owner, or the owner may have the bill sent to the renter directly. Either way, the owner of the property is responsible for the monthly payments for all water usage for the rental property. If the renter leaves with an amount due, it is the owner’s responsibility to pay the outstanding balance.

If a payment becomes delinquent and the owner has chosen to have the bills sent to the renter, the District will attempt to notify the owner of the delinquency for action by the owner.

Standby Service

Customers may request a service connection without water usage (Standby); a monthly Standby Fee per current fee schedule applies. A customer may request that service be changed to Standby service or returned to Residential service with a written request submitted to the District office at least one week before the procedure, stating the date for the switch to or from standby. A Switch to Standby Fee or a Switch from Standby Fee per current fee schedule, respectively, is charged at the time requested.

The District will lock the meter with a padlock. Only padlocks provided by the District are allowed on the meter. Locks not installed by the District will be removed by whatever means necessary and replaced with District locks.

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Payment Plan

Should a customer receive an unusually large water bill, the customer may request a Payment Plan. In order to not become delinquent, customers must apply for a Payment Plan *before* the due date per billing statement. A Payment Plan is an agreement between the District and the customer to allow payment of an invoice in equal monthly payments over an extended period, not to exceed six months unless agreed to and signed off by the Chair or Vice Chair of the Board of Directors.

A Payment Plan requires the customer to pay the current month's billing plus the amount agreed upon to be paid over the extended period.

A Payment Plan Request must be signed and dated by the customer and is subject to approval by the Board of Directors.

After a customer has paid off a Payment Plan, he or she will not be eligible nor will the property attached to the water meter be eligible for another Payment Plan for a period of at least twelve (12) full months (365 days) from the date that the final payment is made.

Special Meter Reading

A special meter reading is defined as a customer-requested meter reading. A Special Meter Reading Fee per current fee schedule applies.

Testing of Meter

A customer may request a meter test. A third party performs the meter test and a Third-Party Meter Testing Fee per current fee schedule is charged to the customer's account. The test fee is waived if the meter is determined to be defective.

Closing of Account

A customer may request to close his or her account at the District office. The account's balance due must be paid in full at that time. Closed accounts are kept on the District's books for the period of one (1) year for audit and reference purposes.

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Section 4: Delinquent Accounts

Definition

Accounts become delinquent the day after the due date printed on the billing statement. Payment is due by the due date, in full, with a valid check, money order, or cash. Postdated checks will not be accepted. Accounts that are being paid in accordance with a Payment Plan are *not* delinquent. The District waives the Late Fee per current fee schedule on such accounts.

Late Fee

A Late Fee per current fee schedule is charged to any account not paid in full by the due date per billing statement.

Service Disconnect

A past due notice, also called a ten (10)-day notice of termination of service or disconnect notice, is sent to customers who have not paid their bills by the due date. If the customer is a renter, a copy of the disconnect notice is sent to the property owner.

The District office will attempt to place a courtesy call to the customer requesting payment on the last business day within the 10-day period.

If the account is still delinquent after the 10-day period has passed, the District will turn off the service by locking the meter after attempting to place another courtesy call to the customer. If the customer makes full restitution in cash, or is approved for a Payment Plan and pays the first installment on said plan within 24 hours of service disconnect, in cash, service will be reinstated at no cost to the customer. This no-cost reinstatement will be extended only one time to any customer.

If payment is not received within 24 hours of the service disconnect, the District charges a Disconnect Fee per current fee schedule to the account.

Reinstatement of Service

Before service is reinstated to a delinquent account that has been disconnected for lack of payment, the balance, including Disconnect Fee per current fee schedule as well as the reinstatement fee per current fee schedule, must be paid in full.

Liens

The District files liens on properties for nonpayment of accounts according to Arizona Revised Statutes, Section 48-910.