



Welcome to Pine-Strawberry, let us be 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 Line Protection offered through a third party, online billing information, criteria for backflow prevention devices and information sheet detailing your responsibilities pertaining to a customer side 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 \$250 (\$150 refundable security deposit when you close your account and \$100 establishment fee)

This information can be emailed to us at csmanager@pswid.org, faxed to 928-476-4224 or brought to our office at 6306 W Hardscrabble Mesa Rd in Pine. Payment may be made via credit/debit card, check or cash.

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

Sincerely,
PSWID Staff



PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

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

APPROVED 5/29/2025
Water Rate Schedule
7/1/2025 through 6/30/2026

Residential Base Fees

| Meter Size | 5/8" | 3/4" | 1" | 1 1/2" | 2" | 3" | 4" |
|------------------|---------|---------|---------|----------|----------|----|----|
| Monthly Base Fee | \$62.11 | \$71.66 | \$81.18 | \$143.31 | \$268.55 | - | - |

Commercial Base Fees

| Meter Size | 5/8" | 3/4" | 1" | 1 1/2" | 2" | 3" | 4" |
|------------------|---------|----------|----------|----------|----------|----------|----------|
| Monthly Base Fee | \$83.43 | \$113.89 | \$144.33 | \$227.77 | \$268.56 | \$284.72 | \$536.79 |

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 | \$2.13 | \$8.52 | \$12.18 | \$18.27 |

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

Lateral and Hookup Fees

| Meter Size | 5/8" | 3/4" | 1" | 1 1/2" | 2" | 3" | 4" |
|---------------------|------------|------------|------------|------------|------------|------------|------------|
| Lateral Fee | \$5,000.00 | \$5,050.00 | \$5,150.00 | Note 1 | Note 1 | Note 1 | Note 1 |
| Hookup Fee (Note 2) | \$5,000.00 | \$5,300.00 | \$5,500.00 | \$5,900.00 | \$6,500.00 | \$7,250.00 | \$7,700.00 |

Note 1 – At Cost

Note 2 - Hookup 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 | \$100.00 | All new and transferred customers |
| Re-Establishment Fee | \$150.00 + (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 Fee | \$50.00 | At customer request for a non-emergency |
| Meter Data Log/Field Test Fee | \$50.00 | Requested by Customer (After 1-time courtesy Log) |
| Meter Bench Test Fee | \$150.00 | If requested by customer & meter is accurate |
| Meter Re-install Fee | \$150.00 to \$500 | Minimum Charge if pre-plumbed. Damaged meter replacement charge varies. |
| Security Deposit Fee | \$150.00 | Required for all customers |
| After Hours Service Fee | \$125.00 per/hour | At customer's request – Minimum fee 1 hour |
| Late Fee | \$10.00 + 4% monthly | Charged monthly on balance due until current |
| Adjust/Replace Meter Box Fee | \$200.00 Minimum Fee | At customer request or damage due to customer negligence |
| Meter Relocation (and/or) Meter Elevation Change Fee | \$250.00 Minimum Fee | At customer request/Additional Charges may apply |

Instructions for First Time Users

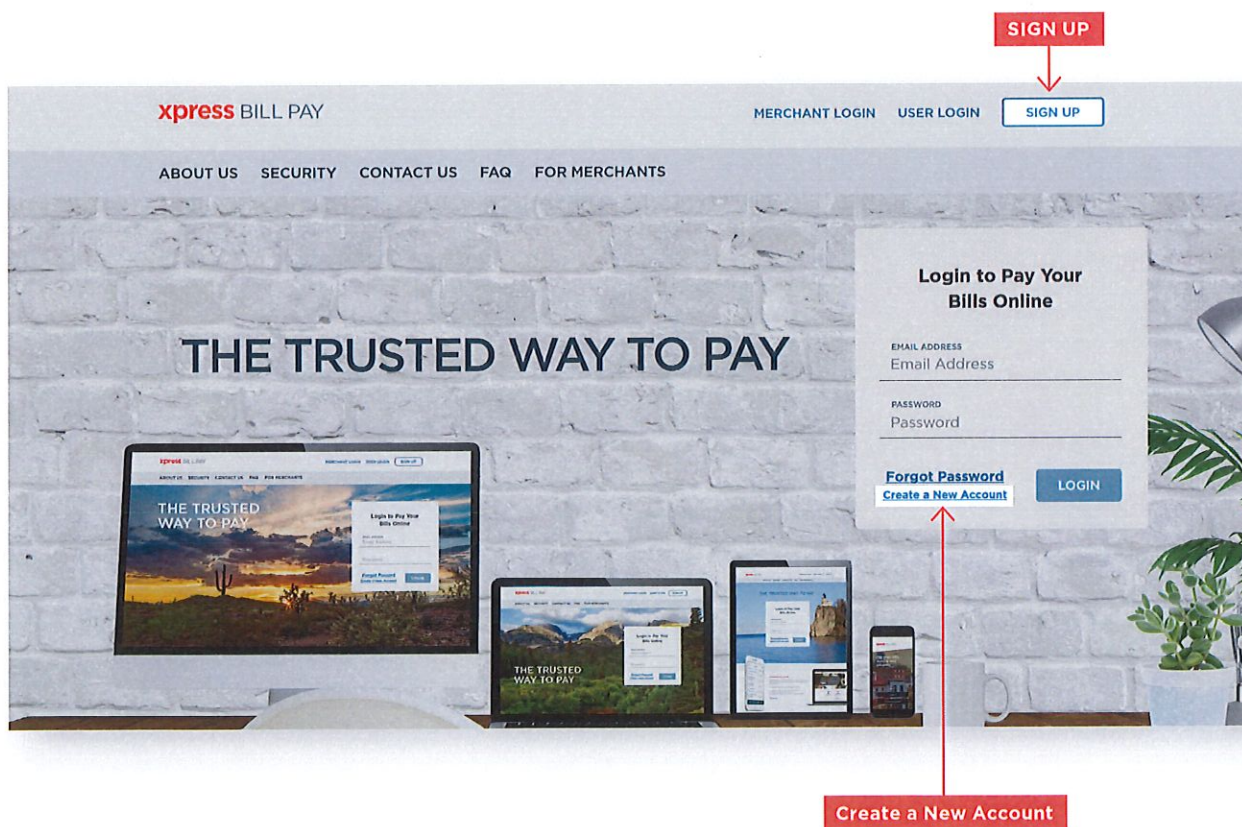
STEP 1: Go to www.xpressbillpay.com

You probably arrived here via a link from your billing organization's website. Perhaps you are here because you received a mailer with your bill informing you that this new service is available to facilitate the payment of a bill online.

Whatever the reason, this instruction set is designed to help you create a secure login, link a bill for

display each time you log in, and walk you through the payment process. Other features are available, including Auto Pay, bill history, payment history, etc. These additional features are covered in other documents.

Let's begin at our home page by selecting the **"SIGN UP"** button at the top of the screen or **"Create a New Account"** from the login box.



CONTINUE TO STEP 2



STEP 2: Set Up New Account Information

Fill in the email address and password fields and click **"NEXT."** Certain browsers require verification that you are not a robot. If your browser requires this, an "I'm not a robot" step will show here as well.



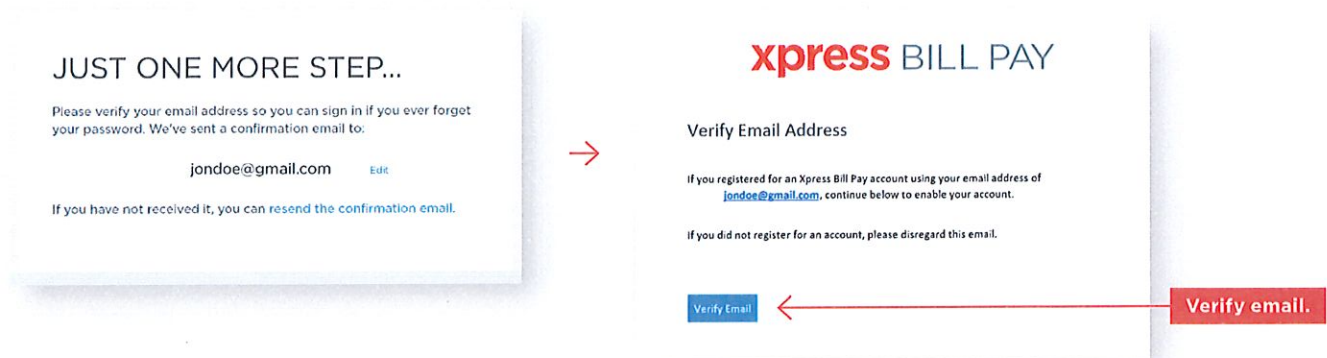
Fill in the form with all of the required information. Read the Terms and Conditions and the Privacy Policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy. When completed, select **"NEXT."**

CONTINUE TO STEP 3

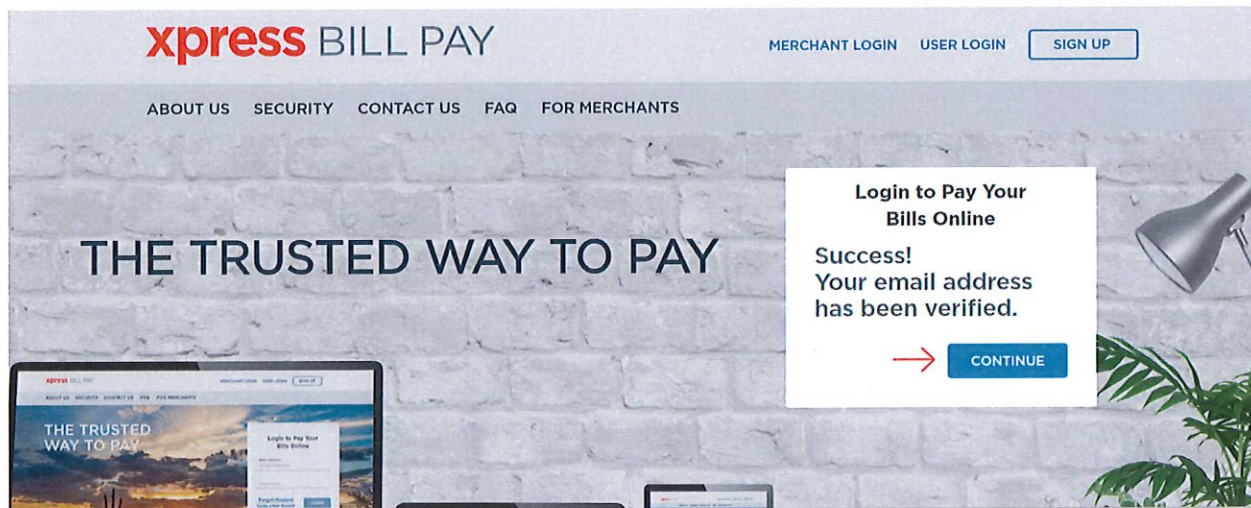


STEP 3: Secure Verification

Next, you will need to verify your email address. Please log into your email account and open the email with the following subject line, "Verify email address for Xpress Bill Pay" from noreply@xpressbillpay.com.



After opening the email, click the
"Verify Email" button.



CONTINUE TO STEP 4



STEP 4: Receive Text Messages


After your email address is verified, you will see a pop-up window titled **“Receive Text Messages.”** If you would like to start receiving text messages regarding your account, please enter in your mobile number and select **“Save Mobile Number.”** By opting in, you will receive messages regarding your statements, payments, and Auto Pays (if applicable), as an additional option along with email notifications. You can edit your notification preferences in your Account Settings.

Receive Text Messages

To start receiving text message notifications, enter your mobile number below. Standard message and data rates may apply.

Mobile Number:

[Never Ask Me Again](#) [Remind Me Later](#) [Save Mobile Number](#)




STEP 5: Locate Billing Organization


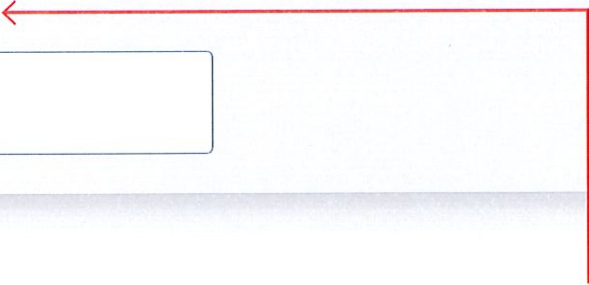
Xpress Bill Pay allows you to view and pay multiple bills to multiple billing organizations with an easy-to-use interface. In order to do so, you will need to link each bill to the Xpress Bill Pay login you just created. The following steps will need to be repeated for each bill you'd like to view and pay online.

Add New Account Step 1 of 3

Find your billing organization:

[Search](#)

 City of Anytown
Anytown, AZ



Once you see your organization, select to continue.

Select your city or billing organization from the list of organizations on the page.

If your organization is not listed, type the name in the field below **“Find your billing organization”** and select **“Search.”**

CONTINUE TO STEP 5



STEP 6: Locate Account

Enter the requested information on the “Add New Account” screen. You are required to enter your billing account number and the last name or business name exactly as it appears on the bill that you have previously received. Then, select “Locate Account.”

→ Add New Account Step 2 of 3

Enter the following information as it appears on your City of Anytown bill:

Bill Type Utility

Account Number 123456

Last Name or Business Name Doe

← Enter Information

← Locate Account

Back Locate Account

When the account is located, the information concerning the account is displayed. Please verify that your information is correct.

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

Add New Account Step 3 of 3

Utility Account # 12345 for City of Anytown

BILLING ADDRESS
DOE, JON
123 ANY STREET
ANYTOWN, AZ 85253

SERVICE ADDRESS
123 ANY STREET
ANYTOWN, AZ 85253

← Verify information

Paperless Option → ☐ Opt in for Paperless

Back Add Account

← Add Account

If you would like to opt in for paperless billing, check the box labeled “Opt in for Paperless.” By checking this box, you will not receive paper statements via mail.

Add New Account Step 3 of 3

Utility Account # 12345 for City of Anytown

This account already has a payer. You can add yourself as an additional payer or take over payments from the previous owner.

Take over payment Add me as a payer

Enter the following information to verify the account

Service street address as it appears on the current bill

Enter street address

Amount due on the current bill

Enter amount due

The existing payer will be notified that you are being added as a payer on this account.

↑

← Add Account

If the account information matches, select “Add Account.” If the account information does not match, select “Back.”

If the account already has a payer, (or in other words, if another Xpress Bill Pay user is linked to the same billing account you are attempting to add) the following window will appear. This typically happens in a landlord/tenant relationship, or if the previous owner did not unlink the account. You can either take over the payment, or add yourself as a payer. In both scenarios, the previous payer will be notified. If you are unsure how to proceed, please contact your billing organization or landlord.

CONTINUE TO STEP 6
↓

STEP 7: Manage Accounts

You have now successfully linked your first account to your new login. If you would like to set up an Auto Pay for this account at this time, select **"Set up Auto Pay"** and follow the step-by-step interface. If not, click, **"Not Now,"** and you will be taken to your main account page. You will always be able to set up an Auto Pay at a later time. If you would like to link additional bills to your Xpress Bill Pay login, simply click the **"ADD ACCOUNT"** option and repeat Steps 5-7 for each additional bill you'd like to add. As you add more accounts, they will all be listed on your **"ACCOUNTS"** page.

↓

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

Add New Account Step 3 of 3


YOU HAVE SUCCESSFULLY ADDED YOUR ACCOUNT!

Now that Utility Account # 12345 for City of Anytown has been added, would you like to set up auto pay now?

← **Set up Auto Pay**

xpress BILL PAY

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

 **City of Anytown**
789 City Hall Street
Anytown, AZ 85253
(907) 654-3210
utilities@anytown-az.gov
Monday - Friday 7 am - 6 pm

[Remove Account](#)

☐ Auto Pay (OFF) [Edit](#)
☐ Paperless (OFF)

Have your bill paid automatically each month with Xpress Bill Pay's hassle free Auto Pay feature.

| Description | Read Date | Prev Reading | Present Reading | Total Usage |
|-------------|------------|--------------|-----------------|-------------|
| EL | 12/15/2020 | 51,456 | 51,702 | 246 |
| WA | 12/8/2020 | 990 | 991 | 1000 |

Billing Address
DOE, JON
123 ANY STREET
ANYTOWN, AZ 85253

Service Address
123 ANY STREET
ANYTOWN, AZ 85253

Account Information

Account Number: 12345
Account Type: Utility
Due Date: 1/10/2021
Select Billing Period: 12/15/2020 -

Amount Due:
\$68.03

[Pay custom amount](#)

Total Charges

| Category | Amount |
|-------------|---------|
| ELECTRICITY | \$21.55 |
| WATER | \$10.66 |
| SEWER | \$12.13 |
| GARBAGE | \$7.70 |

Past due balances are due immediately upon receipt of your statement. Accounts with unpaid past due balances are subject to late fees and disconnection. If services are disconnected, your account must be paid in full plus an applicable reconnection fee for your services to be restored.

← **Make a Payment**

The image above shows the online representation of your bill. To begin paying your bill, select, **"MAKE A PAYMENT"** and you will be taken through the cart checkout process.

CONTINUE TO STEP 7



STEP 8: Cart Checkout

If this is the only bill you would like to pay, select **“Proceed to Checkout.”** If there are additional bills you wish to pay, select **“Add More Bills to the Cart.”**

« Back to Bills

Bill Cart

Cart Contents

City of Anytown
Utility
123 ANY STREET
ANYTOWN, AZ 85203
Remove | Full Amount

ACCOUNT #: 12345 DUE: 1/10/2021 AMOUNT: 68.03

Remove All | Add More Bills to the Cart

Add More Bills to the Cart

Cart Summary

Total Amount: \$68.03

PAY NOW
SCHEDULE PAYMENT ON

Proceed To Checkout

If you wish to schedule a one-time payment for a future date, select a date, and then select, **“Proceed to Checkout.”**

Total Amount: \$68.03

PAY NOW
SCHEDULE PAYMENT ON
Dec 31, 2020

Select a Date

Proceed To Checkout

When you select **“Proceed to Checkout,”** you will be able to choose which type of payment method you wish to use. You can pay using an electronic funds transfer from a checking or savings account, or using a credit/debit card. Note: Payment Method options may vary depending on which methods your billing organization accepts.

« Back to Cart

Checkout

Payment Options

Accepted Pay Method(s)

Check VISA MasterCard DISCOVER

Select Pay Method

Select Pay Method

Receipt Options

Email jondoe@gmail.com

+ Add New Email

Payment Details

Payment Amount: \$68.03

Please select a pay method.

Review and Confirm

CONTINUE TO STEP 8



STEP 9: Cart Checkout: Payment Methods

After selecting “Add Payment Method” from the **“Select Pay Method”** drop-down, enter the information for each field.

BANK ACCOUNT

If you select to pay with a checking bank account, please be certain to enter the routing number from a check.

CREDIT/DEBIT CARD

When paying with a credit or debit card, please be certain to verify the billing address.

Once all of the fields are completed, select **“Confirm.”**

When you add an email under the **“Contact Information,”** please note that a copy of your receipt will be sent to that email once your transaction is complete.

CONTINUE TO STEP 9



STEP 10: REVIEW & CONFIRM

Once your payment method has been selected and all fields are completed, select **“Review and Confirm.”**

Payment Details

Payment Amount:
\$68.03

↓

Review and Confirm

Review the entered information, and if all is correct, select **“Submit Payment.”** If you need to edit some information, select, **“Back to Checkout”** in the top left-hand corner.

« Back to Checkout

Review & Confirm

| Payment Information | Amount |
|--|----------------|
| Items | |
| City of Anytown Utility for #12345 at 123 Any Street | \$68.03 |
| Statement Total | \$68.03 |

→ **Submit Payment**
Processing credit payment will take 3-5 business days.

| Billing Contact Information | Payment Details |
|---|---|
| Billing Name: Jon Doe Billing Address: 123 Any Street Anytown, AZ 85253 Billing Phone: (234) 567-8901 Account Number(s): 12345 | Payment Type: Bank Account Payment Reference: Home Routing #: *****0001 Account #: *****4321 |

Receipt Options Edit

Email: jondoe@gmail.com

[ABOUT US](#) [SECURITY](#) [JOBS](#) [FAQ](#) [CONTACT US](#) [PRIVACY POLICY](#) [FOR PARTNERS](#)

STEP 11: : PAYMENT RECEIPT

With a successful payment, a green **“SUCCESS!”** message will display. If the payment is unsuccessful for any reason, you will receive a message stating why the payment was unsuccessful. You may print or download the receipt for your records by clicking the printer or download images in the upper right hand corner. You may also select **“Back to Home”** to be returned to the **“ACCOUNTS”** screen, or you can select **“Pay Another Bill.”**

« Back to Home ← Print Download

SUCCESS!

Your payment has been submitted.
 Here is your receipt.

12/23/2020 1:19 PM
 JON DOE
 Confirmation Number: 91445299

| Item | Amount |
|---|----------------|
| City of Anytown Account Number: 12345 Transaction Number: 139357056XA | \$68.03 |
| Total | \$68.03 |

Pay Method: ANY BANK NA*****4321

An email receipt was sent to jondoe@gmail.com.

Pay Another Bill ←



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.
* Please refer to our leak adjustment policy for guidelines and details for leak adjustments.*

ENHANCED LINE PROTECTION

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

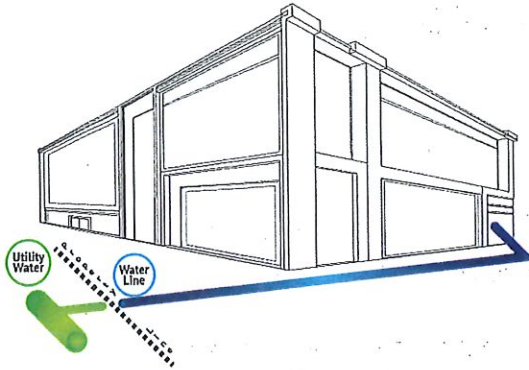


PIPES BREAK

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. McWhorter | 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


ServLine

*** 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 REPAIR ATFD ISSUES ARE NOT COVERED.



6306 W. Hardscrabble Road AZ 85544
Phone (928) 476-4222

WATER METER INSTALLATION SPECIFICATION SHEET

The illustration below depicts a typical new residential water meter installation.

The Pine Strawberry Water Improvement District (PSWID) responsibilities in this situation includes the installation of a water service line from the town water main to a location necessary to serve the customer and the installation of a meter valve, water meter, check valve and water meter box and lid.

The customer's responsibilities include the excavation for exposure of nipple connection point, installation of a shutoff valve, drainage system and optional pressure reducing valve (in areas of high water pressure) and a meter box to access these devices. The customer is responsible to protect the service, including the check valve from freezing at all times. If the service is in an area with lower pressure than the customer desires, the customer is responsible for installation of an onsite booster pump to increase pressure to the desired level.

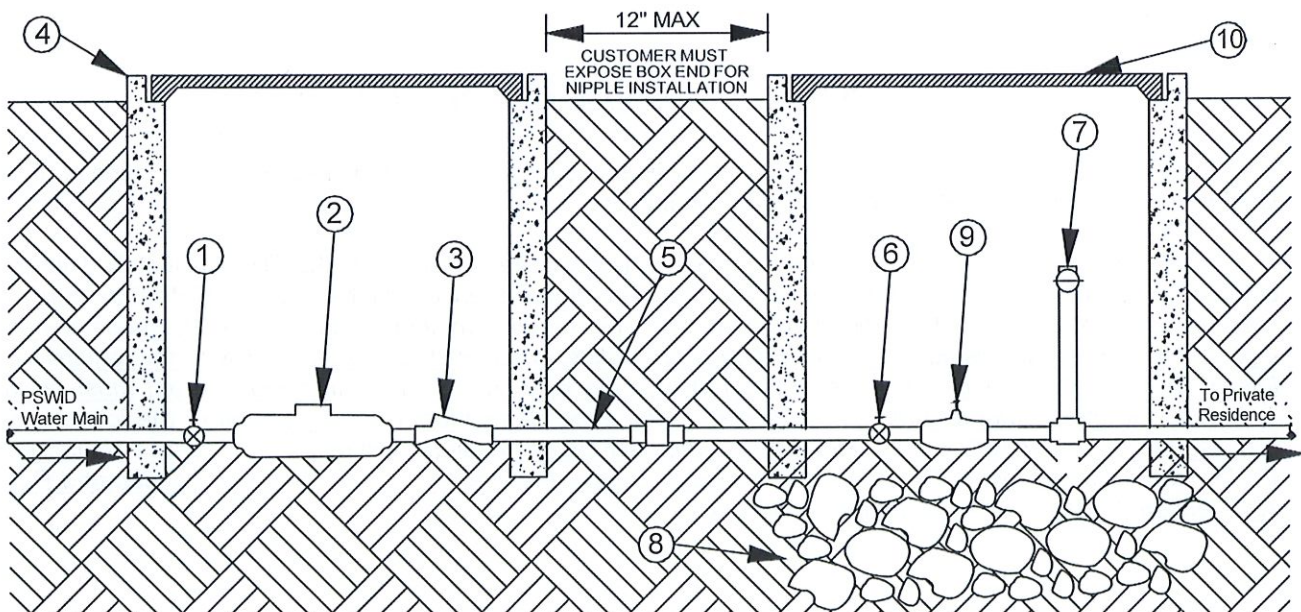
IMPORTANT NOTE: Under no circumstances is the customer to interfere in any way with the water meter or attempt to operate the District's meter valve.

PSWID INSTALLED

- ① PSWID Water Meter Valve
(Customer use of this valve is ILLEGAL)
- ② PSWID Water Meter
- ③ PSWID Check Valve
- ④ PSWID Meter Box
- ⑤ Schedule 80 PVC Nipple
(Customer must expose box end prior to installation)

CUSTOMER INSTALLED

- ⑥ Customer Brass Curb Stop Shut-off Valve
(To shut off water from valve to the home.)
- ⑦ Customer System Drain
(For construction use and to drain pipes from the home.)
- ⑧ Customer rocks for drainage
- ⑨ Customer Pressure Reducing Valve (Optional)
- ⑩ Customer Access Pit - Meter Box
(Plastic meter box with lid - Non Traffic areas, No standpipes allowed)
(Concrete meter box with steel/cast iron lid - Traffic areas)



IMPORTANT NOTICE: Customer must install and maintain in proper working order a temperature and pressure relief valve on the hot water heater or boiler. Customer water pressure may build up due to water expansion when water is heated.

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 / Dual Check Valve*, etc.)

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.