



General Manager's Report:
Board Meeting – November 20th, 2025

ACTIVITIES FOR THE MONTH

Customer Service Team Update

Subsidy Program Awareness

In November, PSWID launched an outreach initiative to raise awareness about our **Subsidy Program** for qualifying customers.

- **Where we shared information:** Facebook posts and flyers at the Post Office
- **Community engagement:** Gift bags with treats, program requirements, and applications were distributed at the Senior Center Dining Hall and the Food Bank.



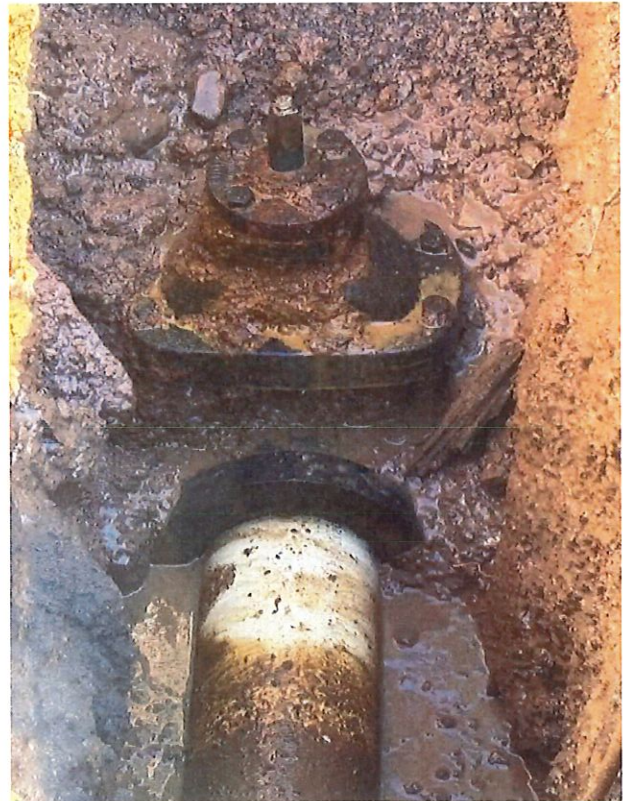
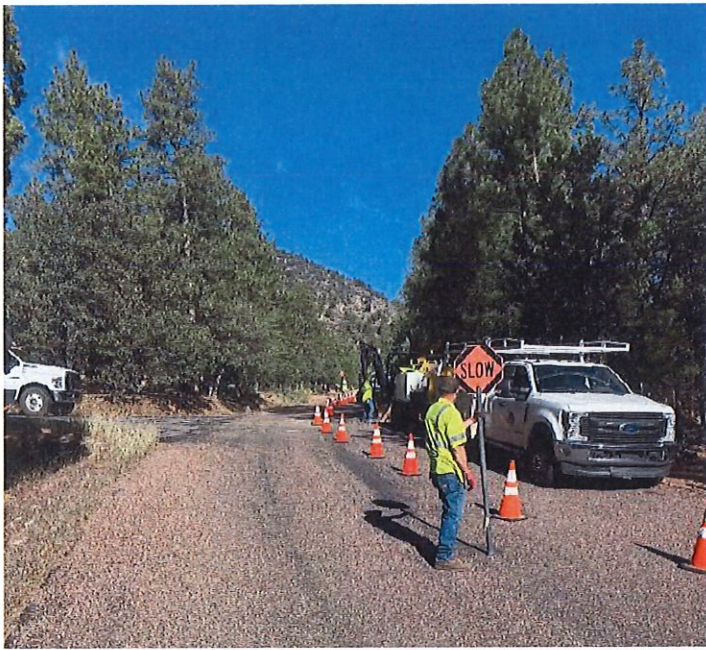
Angel Donation Program

Starting **December 1**, the **Angel Donation Program** will help connect donors with community members in need.

- **How it works:** Sign up as a recipient or donate to someone on the Angel List.
- **Program dates:** December 1 – December 22

Field Team Update

David Rolan and JR Beck successfully completed three days of VFD training, enhancing their ability to program and troubleshoot systems. To support precise diagnostics, an oscilloscope was purchased for advanced troubleshooting. The field team dedicated significant time to repairing service line breaks associated with the Cemetery project; moving forward, contractors will be required to notify us and perform these repairs. Additionally, a valve was replaced in Portals 2, providing staff with valuable experience and confidence in installing new valves throughout the system.



PRODUCTION REPORT

This report will include usage for the month of October 2025.

Pine

Total production for Pine: **4.33 million gallons**

Average per day: **139,6000 gallons**

Pine-Strawberry Water Improvement District		Month:		October	
				2025	
Map Label	Meter Read		Total Gallons Produced		Address
	Last Month	Current Month			
Pine Wells:					
BT-1	32,922,700	33,132,090	209,390		4754 N. Walnut Lane
BT-2	3,393,004	3,558,701	165,697		4754 N. Walnut Lane
CT	1,165,541	1,165,541	0		at Canyon Tanks
MRW1	18,120,364	18,523,346	402,982		3508 N Hwy 87
MRW2	37,867,015	38,637,072	770,057		3648 N Hwy 87
MRW3	341,029,400	341,849,800	820,400		3660 N Hwy 87
MRW3 new meter	15	2,218,350	2,218,335		
P-1	25,621,932	26,195,651	573,719		4703 Pine Creek Canyon Road
PW-2	4,938,140	5,007,658	69,518		4488 Chalet Drive
PW-3	17,186,986	17,453,951	266,965		5204 N. Trails End Drive
SH-1 new meter	1,340,961	1,340,961	0		in forest adjacent to SH Tank
SH-2	5,375,380	5,375,400	20		adjacent to the Magnolia Booster Building
SH-3	24,658,200	24,658,200	0		at end of Strawberry Hollow Drive; near lower gate
SH Intertie	0	0	0		at Strawberry Hollow Tank Site
		Total Produced - Pine District Wells:	5,497,083		
Pine Water Share Agreements:					
B (WSA)	53,343,700	53,545,000	201,300		4686 Willow Tree Lane (Bloom)
STWID1 (WSA)	14,121,002	14,507,849	386,847		Brookview Terrace pond/4754 N Walnut/aps Cimmon Pines
		Total Produced - Pine WSA:	588,147		
Pine Water Transfer & Accounted-for:			Total Produced - Pine District Wells & WSA:	6,085,230	
Magnolia Water Line	85,913,000	87,587,000	(1,674,000)		From Pine to Strawberry (Deduct from Pine)
Magnolia Water Line	0	0	0		From Strawberry to Pine (Add to Pine)
STWID Master Meter	11,785,848	11,846,663	(60,815)		Near south entrance - Solitude Trail (Deduct from total of STWID1& 2)
Construction - Pine	2,195,000	2,198,442	(3,442)		
Fire Use - Pine					
USFS - Pine					
H2O Flush - Pine					
Leak Loss - Pine		19,350	(19,350)		
Total Produced in Pine With Water Transfer & Accounted-for:			4,327,623		

Strawberry

Total production for Strawberry: **3.120 million gallons (September was 3.864 million gallons)**

Average per day: **100,646 gallons**

Total gallons: **9.941 million gallons**

Map Label	Meter Read		Total Gallons Produced	Address
	Last Month	Current Month		
Strawberry Wells:				
SV-1	186,982	202,953	15,971	8342 W Ralls Drive
SV-2	45,925,843	46,789,957	864,114	4889 N Rim View Loop
SR-5	1,096,047	1,097,185	1,138	4980 N Fuller Road
TF	10,739,700	10,747,246	7,546	9060 W Tomahawk Trail
		Total Produced - Strawberry District Wells:	888,769	
Strawberry Water Share Agreements:				
J1 (WSA)	39,710,600	40,229,000	518,400	5096 N Hwy 87 (Day-Johnson)
J2 (WSA)	8,606,337	8,632,466	26,129	5096 N Hwy 87 (Day-Johnson)
G (WSA)	29,563,680	29,576,420	12,740	101 Parkinson Drive (Gordon)
		Total Produced - Strawberry WSA:	557,269	
		Total Produced - Strawberry District Wells & WSA:	1,446,038	
Strawberry Water Transfer & Accounted-for:				
Magnolia Water Line	0		1,674,000	From Pine to Strawberry (Add to Strawberry)
Magnolia Water Line	0		0	From Strawberry to Pine (Deduct from Strawberry)
Construction - Strawberry	0	0	0	
Fire Use - Strawberry			0	
USFS - Strawberry			0	
H2O Flush - Strawberry			0	
Leak Loss - Strawberry		0	0	
		Total Produced in Strawberry With Water Transfer & Accounted-for:	3,120,038	
		Total System Well Production JUN:	7,531,268	
		Total Production with Accounted for Water Loss	7,447,661	
Water Loss		Total sold gallons	5,895,086	
STWID Master Meter:	60,815	Total gallons unaccounted	1,552,575	
Total H2O Flush:	-	percent unaccounted water	-21%	
Total USFS:	-			
Total Fire:	-			
Total Construction:	3,442			
Total Leak Loss:	19,350 *			
Total Accounted for Water Loss	83,607			
Customer Usage Data				
Residential				
Gallons Consumed	5,247,562			
Number Meters Read	3310	Average monthly usage per account	1,585.366	
		Avg daily usage per account	52.85	
Commercial				
Gallons Consumed	647,524			
Number Meters Read	68	Average monthly usage per account	9,522.412	
		Avg daily usage per account	317.41	
Zero Reads	530	Percent of total read	16%	

ONGOING PROJECTS

- Lead and Copper un-known service line project has begun. Public addressing customers that were previously identified as unknown. This letter will be mailed before Thanksgiving.
- Public notification and outreach projects for upcoming studies and construction communication continue.
- Potholing for extended SV3 project.
- Assessment of well, booster and storage facilities is completed, and our inventory of assets will be updated.
- Pinecone Trails proposal is in the process for main replacement. We may have to consider replacement in-house.
- Updating new website is ongoing.
- Water theft continues to be tracked.



PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

PO Box 134 Pine, AZ 85544 – 928-476-4222

Approved Water Rate Schedule

12/1/2025 to 6/30/2026

Residential Base Fees

Meter Size

5/8" - \$62.11

1" - \$81.18

1 1/2" - \$143.31

2" - \$268.55

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

Commercial Base Fees

Meter Size

5/8" - \$83.43

1" - \$ 144.43

1 1/2" - \$277.77

2" - \$268.56

Water Usage Rate Tiers

Usage Tier

Tier 1 – 1 to 3,000 gallons of water \$2.13 per 1,000 gallons

Tier 2 – 3,001 to 5,000 gallons \$8.52 per 1,000 gallons

Tier 3 – 5,001 to 10,000 gallons \$12.18 per 1,000 gallons

Tier 4 – 10,001 to unlimited gallons \$18.27

New Service Fees

Lateral Fee

Meter Size

5/8" - \$5,000.00 1" - \$5,150.00 1 1/2" – Note 1 2" – Note 1 3" - Note 1

Hookup Fee

Meter Size

5/8" - \$5,000.00 1" - \$5,300.00 1 1/2" - \$5,900.00 2" – Note 1 3" – Note 1

Note 1 – At Cost

Note 2 – Hookup fee applies to a location where service has never been established

New Service Fee Policy

The New Service Fee includes:

- Service connection to the water main
- Service line to the new meter box
- Installation of a new water meter

Important Notes:

- If a water main is not within the service connection area, the District will provide up to 20 feet of extended main at no additional cost.
- If additional distance or development beyond the 20 feet is required, the customer must follow the District's Water Plan Improvement Checklist.

Residential and Commercial Fees

Security Deposit - \$150 – Required for all customers

Establishment Fee - \$100 – All new and transferred customers

Water Loss Protection - \$1.80 Res/\$5.00 CM per month – Automatically enrolled, option to opt out

Water Line Protection - \$5.20 Res/\$13.50 CM per month

Closed Account / Re-Open Account - \$150 + Base rate multiplied by months service was terminated up to 12 months –

Meter Bench Test - \$150 – Customer request and meter is working accurately

After-Hours Service - \$125.00 per hour

Meter Data Log - \$50.00 – Requested by customer after 1-time courtesy log

Turn Water On/Off - \$50 – nonemergency at customer request

NSF - \$30 – All returned payments

Residential and Commercial Delinquent Fees

Late Fee - \$10.00 + 4% of total bill – Charged monthly on balance due until current

Door Tag - \$20 – Placement of door tag two weeks after late fee.

Re-Connection - \$50 – Shutoff for non-payment two weeks after door tag.

Pulled Meter Non-Payment - \$100 Meter and account closer is 60 days from initial late fee.

Lien Applied / Release - \$200 – For Lien removal placed by PSWID for non-payment. Property owners only.

Water Theft - \$500.00 plus time and materials – When a customer turns on their water without notification

Customer Valve/Meter Damage – Fair market price plus labor.

Special Request

1. Customer Request Submission

- Customer submits a formal request (online form, email, or in person).
- Required details usually include:
 - Service address
 - Reason for replacement or relocation
 - Preferred location (for meter move)
 - Contact information

2. Initial Review:

Customer Service or Field Office verifies:

- Account status (active, no outstanding balances)
- Completeness of request
- Any special conditions (e.g., easements, property access)

Special Request Jobs Per hour \$415.00 minimum of 4 Hours \$1660.00, additional time \$415.00 Per hour.



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"	1"	1 1/2"	2"	3"	4"
Monthly Base Fee	\$62.11	\$81.18	\$143.31	\$268.55	-	-

Commercial Base Fees

Meter Size	5/8"	1"	1 1/2"	2"	3"	4"
Monthly Base Fee	\$83.43	\$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

