



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

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.

Shut-off and lock - \$50 – Shutoff for non-payment two weeks after door tag.

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

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

Water Theft - \$250.00 plus time and materials

If your water service has been locked due to delinquency, or if you are a new occupant, please note:

- You must open a water account within **two business days** after taking possession of the property.
- Removing a lock and turning on the water without authorization is a violation of policy and may result in additional fees and penalties.

To avoid service issues or charges, please contact our office promptly to set up your account.

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.

Instructions for First Time Users

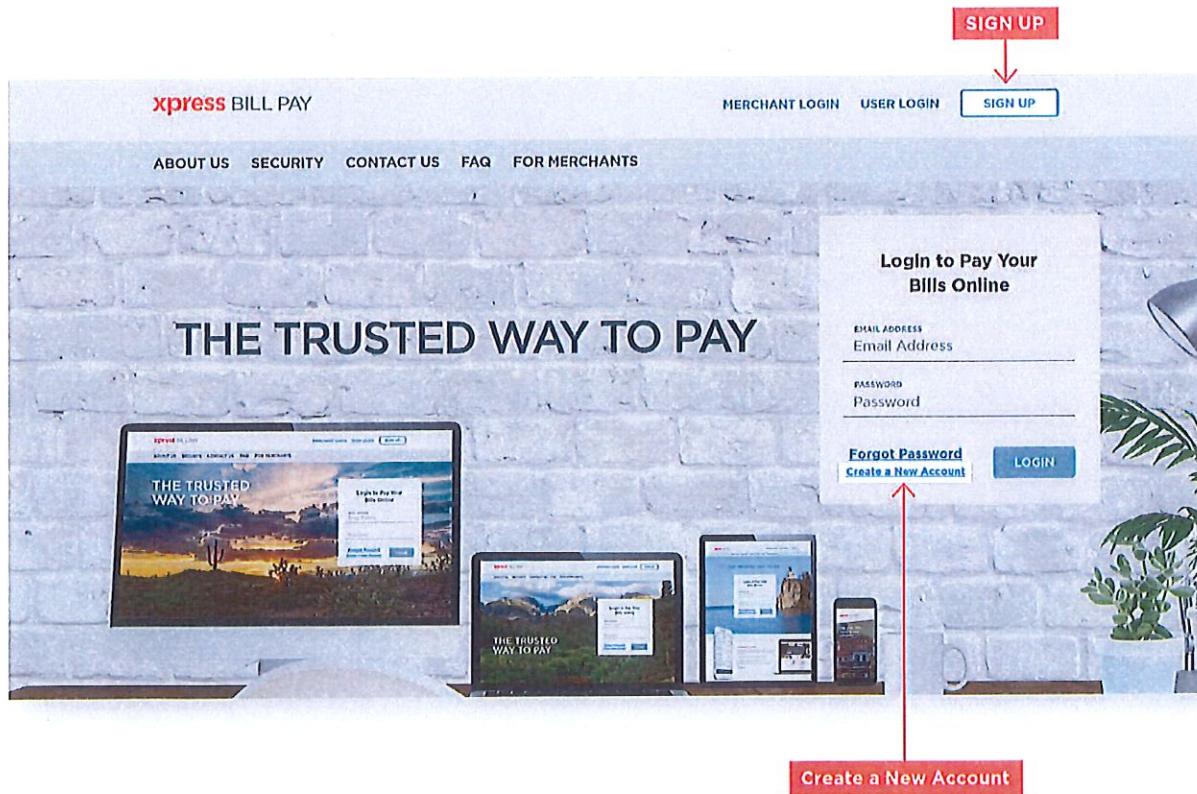
STEP 1: Go to www.xpressbillpay.com

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.

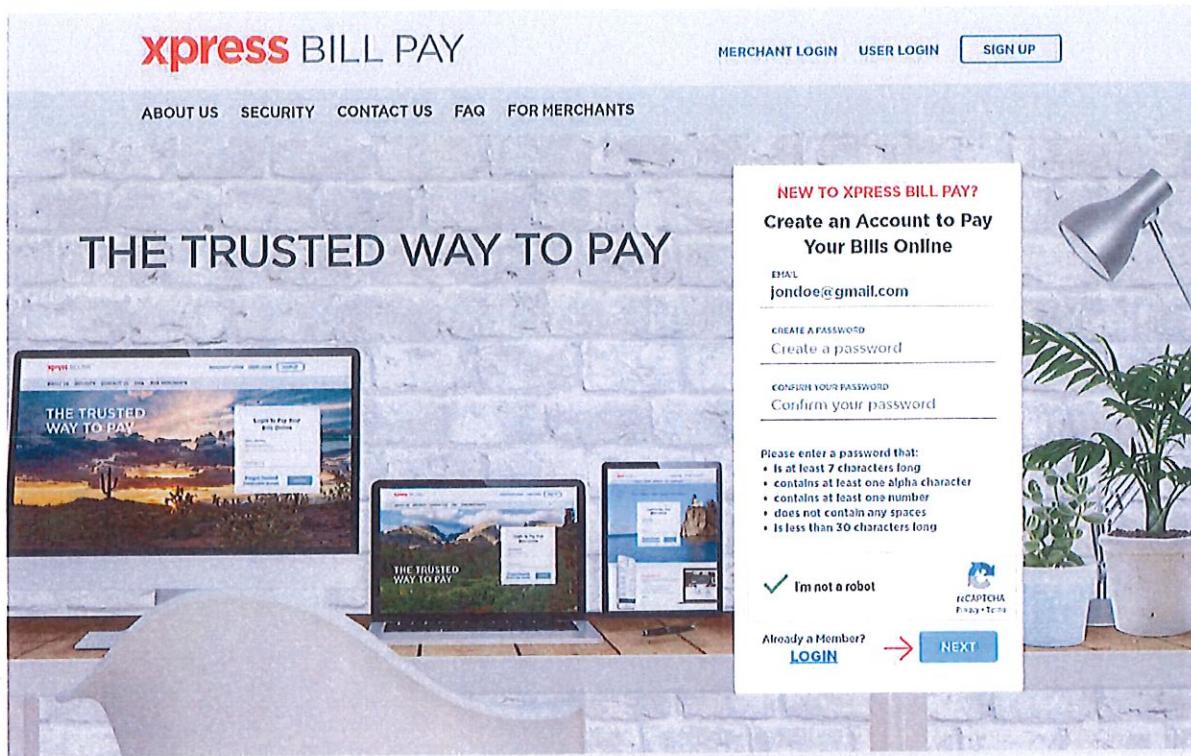
Let's begin at our home page by selecting the "**SIGN UP**" button at the top of the screen or "**Create a New Account**" from the login box.



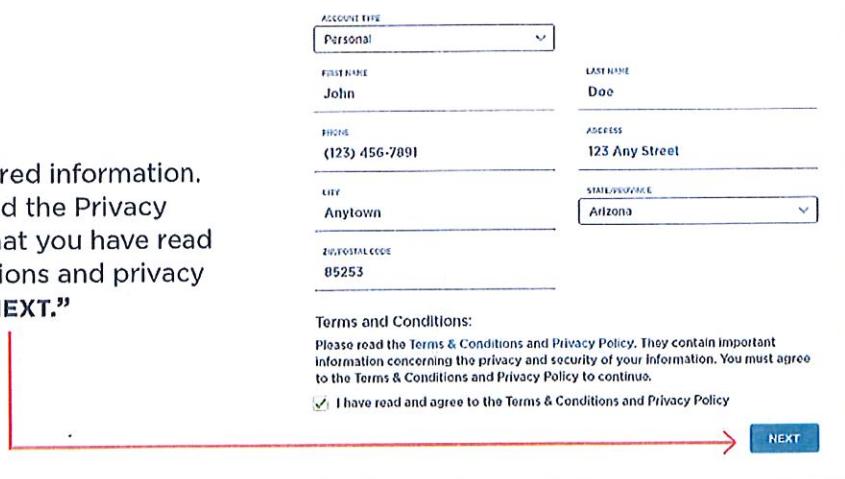
CONTINUE TO STEP 2

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.

JUST ONE MORE STEP...

Please verify your email address so you can sign in if you ever forgot your password. We've sent a confirmation email to:

jondoe@gmail.com [Edit](#)

If you have not received it, you can [resend the confirmation email](#).

xpress BILL PAY
Verify Email Address

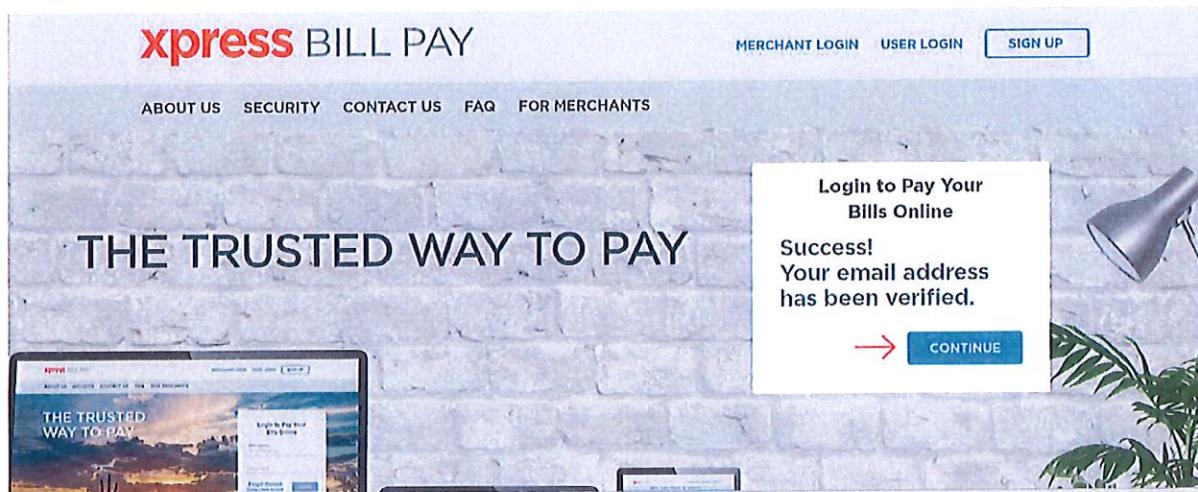
If you registered for an Xpress Bill Pay account using your email address of [jondoe@gmail.com](#), continue below to enable your account.

If you did not register for an account, please disregard this email.

[Verify Email](#)

[Verify email.](#)

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



After clicking the "Verify Email" button, you will be automatically redirected to the screen above.
 Please click **"CONTINUE"** to log in to your new Xpress Bill Pay account.

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:



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:





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.

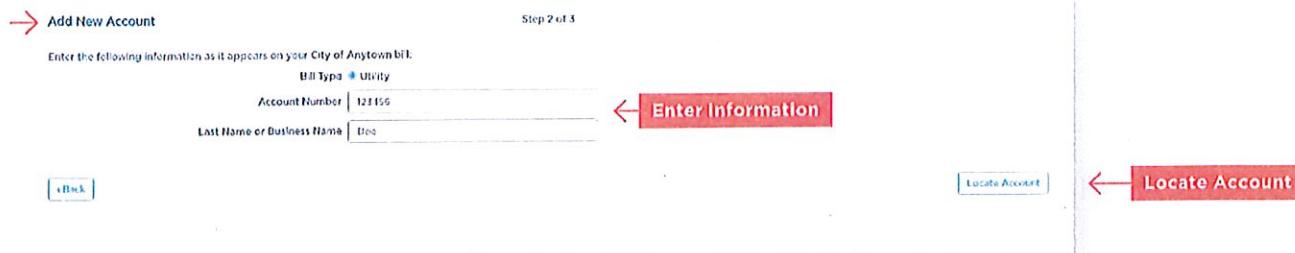
If your organization is not listed, type the name in the field below “**Find your billing organization**” and select “**Search**.”

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

← 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 05253

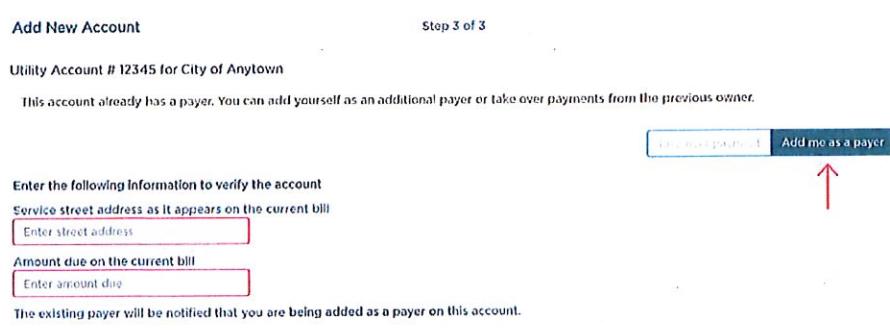
SERVICE ADDRESS
123 ANY STREET
ANYTOWN, AZ 05253

← Verify Information

Paperless Option → Opt in for Paperless

← 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.

← Add me as a payer

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.

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.

Description	Read Date	Prev Reading	Final Reading	Total Usage
EL	12/01/2020	51456	51702	246
WA	12/01/2020	920	991	1000

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.

Service	Amount
ELECTRICITY	\$715.50
WATER	\$10.00
SEWER	\$121.50
GARbage	\$27.00

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 Content

City of Anytown
Utility

Water
Electric
Natural Gas

Remove + Full Amount

Remove All | Add More Bills to the Cart

ACCOUNT #

12345

DATE:

1/10/2021

Cart Summary

AMOUNT

69.03

Total Amount:

\$68.03

PAY NOW

SCHEDULE PAYMENT

Proceed To Checkout →

→ **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

← **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)



Select Pay Method

Select Pay Method

Select Pay Method



Payment Details

Payment Amount:

\$68.03

Please select a pay method.

Review and Confirm

Receipt Options

Email jdoe@signx.com

[+ Add New Email](#)

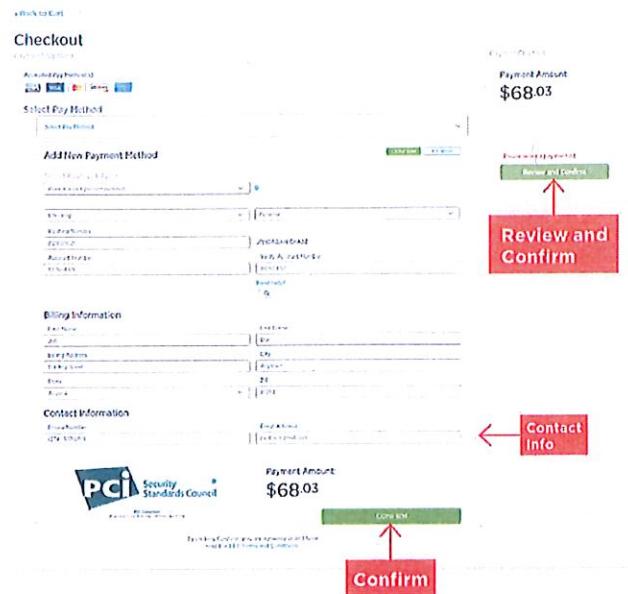
CONTINUE TO STEP 8



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



Payment Amount: \$68.03

Review and Confirm

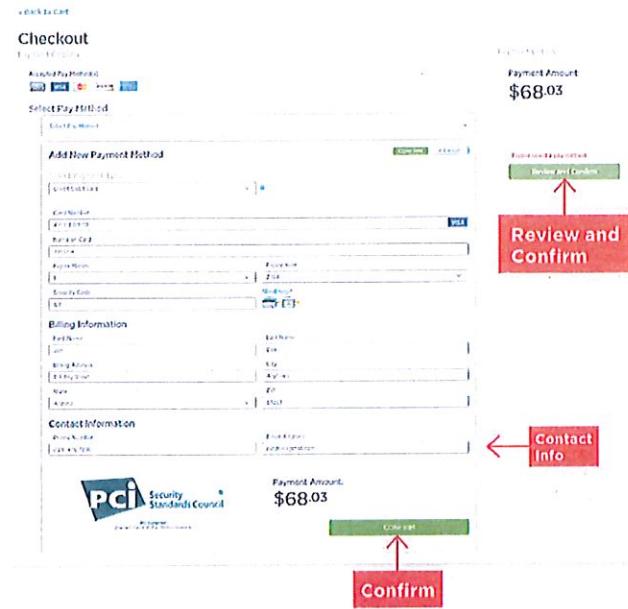
Contact Info

Confirm

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

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

CREDIT/DEBIT CARD



Payment Amount: \$68.03

Review and Confirm

Contact Info

Confirm

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

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

[« Back to Checkout](#)

Review & Confirm

Payment Information

Item	Amount
City of Anytown Utility Bill 12345 6789 Any Street	\$68.03
Statement Total	

 **Submit Payment**

Billing Contact Information

Customer Name John Doe 123 Any Street Anytown, AZ 05234 (411) 557-5501 Account Number: 12345	Bank Account Name: *****0011 Number: 000410
----------------------------------------------------------------------------------------------------------	---------------------------------------------------

Payment Details

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

Receipt Options

Print	Download
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[ABOUT](#) [SECURITY](#) [FAQ](#) [CONTACT](#) [PRIVACY](#) [TERMS](#)

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](#) 



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	\$68.03
Transaction Number: 139357056XA	
Total	\$68.03

Pay Method ANY BANK NA*****4321

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

[Pay Another Bill](#) 

Protection programs that provide peace of mind



Pine-Strawberry Water
Improvement District
ServLine® Protection Programs



— Contact us Today —
Call 928-478-8323

Pine-Strawberry Water Improvement District's ServLine® Protection Programs

Effective November 1, 2018

Leak Loss Protection Program*

Pine-Strawberry Water Improvement District offers protection against costly service bills caused by unexpected leaks, up to \$2,500 coverage per occurrence.

In the event of a costly water bill caused by high water usage due to a qualifying leak or line break, Pine-Strawberry Water Improvement District's leak loss protection program covers the costly utility bill once the active cause of the leak has been repaired.

All eligible Pine-Strawberry Water Improvement District customers are automatically enrolled in our optional expanded Water Leak Loss Protection Program and charges will appear on your utility bill. Call us at 928-478-8323 to decline protection and accept full responsibility for all excess water charges caused by a leak.

Water Leak Loss

Residential Single Occupancy\$1.80 per month

Commercial Single Occupancy.....\$5.00 per month

Commercial Multi Occupancy\$10.00 per month

Line Protection Program†

Water line repair or replacement can be costly. Help guard your home or business today and get up to \$10,000 per qualifying repair. Covers qualifying service line cracks or breaks occurring on your property. Covering from the meter to the foundation of your home.

You are responsible for costs associated with water line failures on your property, and everything from erosion to soil acidity to outdated practices for installing pipe can lead to issues far sooner than expected. To get your infrastructure up and running again in the event of a crack or break to your water line, we encourage you to consider optional line repair and replacement coverage.

See below for Important Coverage Information. Call 928-478-8323.



Water Line Protection

Protection provides:

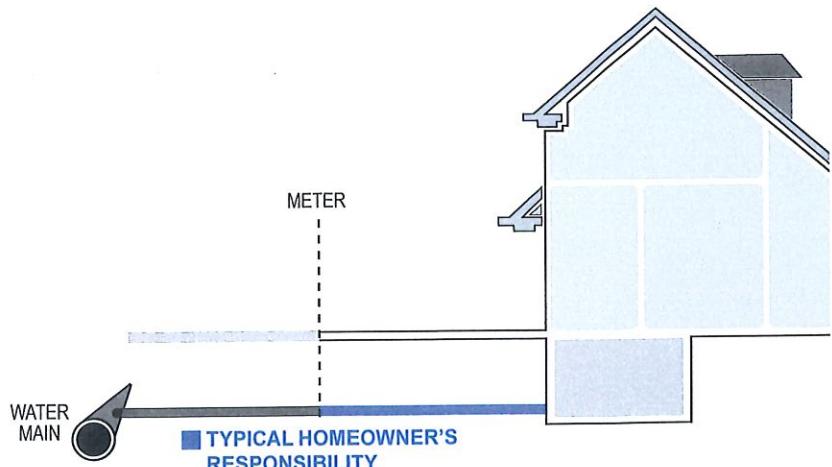
- Up to \$10,000 per qualifying repair.
- Per qualifying repair: Up to \$500 for landscaping restoration and up to \$500 for private paved surfaces.
- No Deductible for covered repairs
- No Annual Limit

Residential.....\$5.20 per month

Commercial:

Single Occupancy.....\$13.50 per month

Multiple Occupancy.....\$27.00 per month



To enroll in the water line protection program,
call 928-478-8323 today

*Information for the Pine-Strawberry Water Improvement District Leak Loss Protection Program: Leak Loss Protection Program covers pipes up to 2" diameter. High water bills due to leaks occurring after 11/1/18 will be adjusted through this program. Please refer to our leak adjustment guidelines for qualifications. Cancel anytime. 30-day wait period for re-enrollment.

†Information for the Pine-Strawberry Water Improvement District Line Protection Program: Line Protection covers pipes up to 2" diameter. 30-day wait period for enrollment or re-enrollment. Not Qualifying: Water meters, water meter pit or water meter vault.

Call Pine-Strawberry Water Improvement District's dedicated ServLine phone number at 928-478-8323 for more information and to request a copy of the full terms and restrictions for any of the programs.

The financial obligations of Pine-Strawberry Water Improvement District Leak Loss and Line Protection Programs are backed by an insurance policy procured as part of the ServLine program.

Disclaimer: The information presented herein is not a contract, binder, or agreement to extend insurance coverage. The contents herein are intended as an announcement without any express or implied coverage of any kind. Payments of benefits are subject to all terms, conditions, limitations, and exclusions of the member's participation at the time of service.



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.

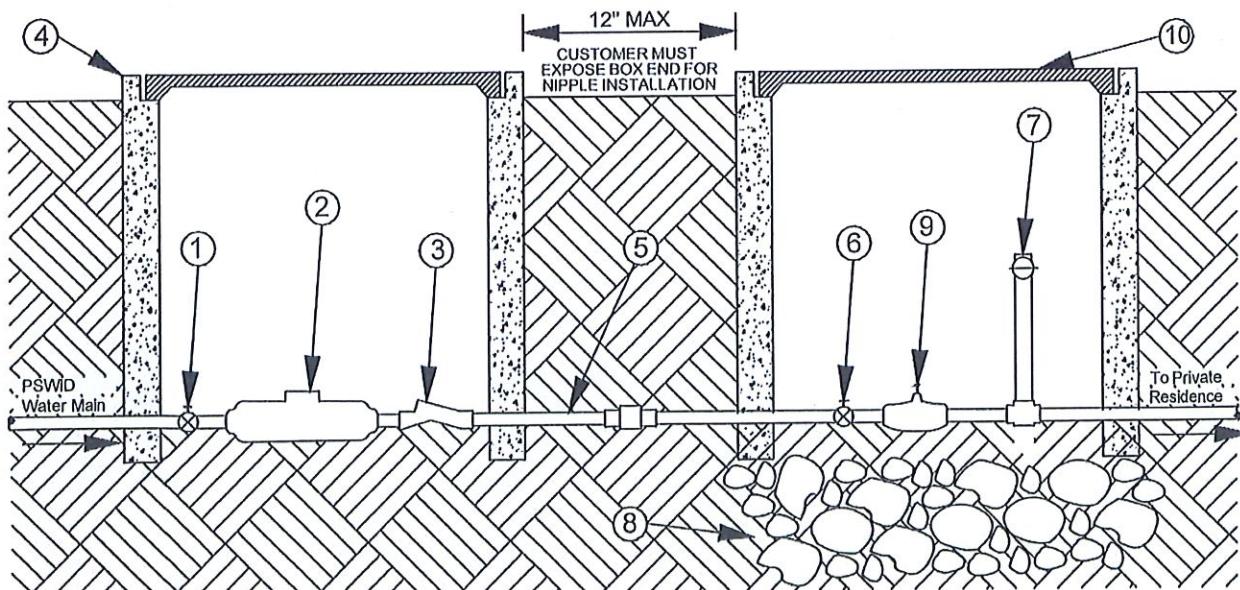
IMPORTANT NOTE: Under no circumstances is the customer to interfere in any way with the water meter or attempt to operate the District's meter valve.

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.