



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 first page of your Settlement Statement or Deed showing proof of ownership along with securing payment for the Security Deposit and 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
Rates and Fees Schedule FY2026-2027

Base Rates

APPROVED 5/28/2026

**Rate does not include water usage*

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

<u>Meter Size</u>	<u>Residential</u>	<u>Commercial</u>
5/8"	\$65.03	\$87.36
1"	\$85.00	\$151.12
1.5"	\$150.04	\$238.47
2"	\$281.18	\$281.19
3"	***	\$298.11

Commodity Tier Rates

**Rate is per 1000 gallons usage*

		<u>Residential</u>	<u>Commercial</u>
<u>Tier 1</u>	<u>0 - 3,000</u>	\$2.23	\$6.00
<u>Tier 2</u>	<u>3,001-5,000</u>	\$8.93	\$12.00
<u>Tier 3</u>	<u>5,001-10,000</u>	\$12.75	\$15.00
<u>Tier 4</u>	<u>10,001 +</u>	\$19.13	\$19.00

New Service Fees

**Hook Up Fee applies when service has never been established at a location*

<u>Meter Size</u>	<u>Lateral Fee</u>	<u>Hook Up Fee*</u>
5/8"	\$5,000.00	\$5,000.00
1"	\$5,150.00	\$5,500.00
1.5"	\$5,500.00	\$5,900.00
2"	At Cost	At Cost
3"	At Cost	At Cost

Other Residential and Commercial Fees

Security Deposit	\$150/\$200	Required for all customers: Primary account/Renters Account	
Account Establishment	\$100.00	All new and transferred customers	
Closed Acc./Re-Open Account	\$150.00	+ Base rate multiplied by months service was terminated up to 12 months	
Meter Bench Test	\$150.00	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	\$50.00	Non-emergency at customer request	
Non-Sufficient Funds	\$30.00	All returned payments	
HomeServe Protection	Residential	Commercial	
Water Loss	\$1.80	\$5.00	Automatically enrolled, option to opt out
Water Line	\$5.20	\$13.50	per month
Late Fee	\$10.00	+ 4% of total bill – Charged monthly on balance due until current	
Door Tag	\$20.00	Placement of door tag two weeks after late fee	
Shut-off and Lock	\$50.00	Shutoff for non-payment two weeks after door tag	
Pulled Meter Non-payment	\$100.00	Meter and account closed 60 days from initial late fee	
Lien Applied/Release	\$200.00	For Lien removal placed by PSWID for non-payment. Property owners only	
Water Theft	\$500.00	plus time and materials	
Customer Valve/Meter Damage		Fair market price plus labor	



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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.

Delinquency Policy

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.

Special Request

1. Customer Request Submission

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

Announcing The Easiest Way To Pay Your Bill

We're excited to offer a faster, easier, and more convenient way to pay your bills.

We have partnered with Xpress Bill Pay, a premier provider of secure online bill payment. This new service allows you to manage and pay your bill anytime, anywhere—without writing a check or visiting our offices.

When you create your account, you'll create a secure password to access your account at www.xpressbillpay.com.

If you have an internet connection and an email address, you can now pay your bill online.

- Set up Auto Pay
- Go paperless
- Receive email notifications when your bill is ready

Each month, we'll send you a reminder email letting you know when your bill is available to pay.



Simply log in at www.xpressbillpay.com or use the Xpress Bill Pay app, view your bill, select a payment method—credit card, debit card, or electronic funds transfer from your bank account—and you're done.

Benefits

- Pay with a credit or debit card, or checking account
- Save time and enjoy more flexibility
- No more writing checks or looking for stamps
- Pay your bill from anywhere
- Receive an email receipt after each payment
- View up to 12 months of payment history
- Compare your current bill to last year
- Set up Auto Pay so your bill is paid automatically
- Use Guest Checkout, if you don't have an XBP account

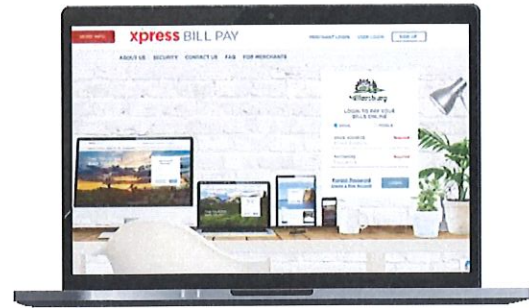
Now—Pay 24/7!

Make payments 24/7 in English or Spanish using our Interactive Voice Response (IVR) system by calling the number on this sheet.

Realiza pagos las 24 horas del día, los 7 días de la semana, en inglés o español utilizando nuestro sistema de Respuesta de Voz Interactiva (IVR) llamando al número que aparece en esta hoja.

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www.xpressbillpay.com



We make it easy!

1. Go to www.xpressbillpay.com
2. Click "Sign Up" in the top-right corner
3. Enter your email and password, check the "I'm not a robot" box, and follow the prompts
4. Complete the short registration form and click "Next"
5. Check your email, open the verification message, and click "Verify Email"
6. Log in, select our billing organization, and follow the prompts to link your bill

Once your bill is added, you can:

- View and pay your bill
- Add another bill
- Go paperless
- Set up recurring Auto Pay

Signing up is fast

We're offering this service in response to requests from customers like you. Sign up today and see why so many of our customers consider online payment the best way to pay their bills. www.xpressbillpay.com

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:

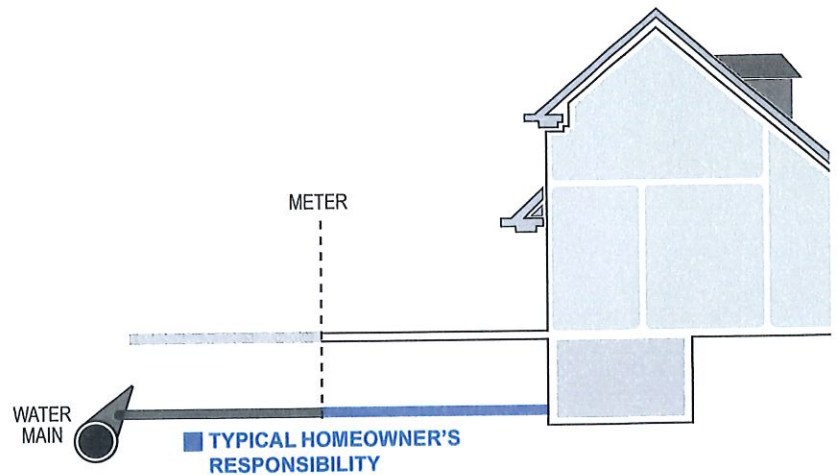
- Up to \$10,000 per qualifying repair.
- Per qualifying repair: Up to \$500 for landscaping restoration and up to \$500 for private paved surfaces.
- No Deductible for covered repairs
- No Annual Limit

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.



Pine Strawberry Water Improvement District (PSWID) Customer

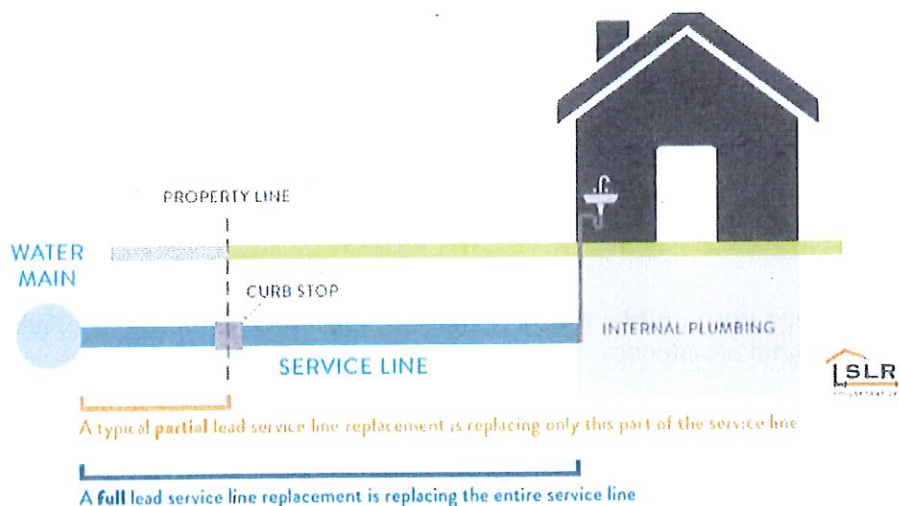
Re: Notification of Galvanized Requiring Replacement Service Line

Dear Consumer:

The Pine Strawberry Water Improvement District is the public water system (PWS) responsible for providing drinking water to this location. This notification is being sent because this home or building has a galvanized requiring replacement service line. A service line is a pipe that connects the water main to the building.

What Does This Mean?

Based on the information we have available, we have reason to believe that a lead service line or lead fittings may have been present in the past. The Environmental Protection Agency (EPA) has defined these types of lines as "galvanized requiring replacement". Under the authority of the Safe Drinking Water Act, the US Environmental Protection Agency (EPA) requires us to notify water consumers who are served by a galvanized requiring replacement service line. Galvanized service lines that have absorbed lead can contribute to lead in the drinking water. People living in homes with a galvanized service line that has absorbed lead may have an increased risk of exposure to lead from their drinking water.



Replacing Galvanized Requiring Replacement Service Lines

Pine Strawberry WID is in the process of developing a system-wide service line replacement plan, and will continue to identify service lines and replace any Galvanized service lines over a 10 year time span.

For questions regarding your service, please contact billing@pswid.org or 928-476-4222.

What are the Health Effects of Lead?

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects+ in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, and kidney or nervous system problems. Contact your health care provider for more information about your risks.

What Can I Do to Reduce Exposure to Lead if Found in My Drinking Water?

- **Do not boil water to remove lead.** Boiling water will not reduce lead.
- **Flush your tap if it has been unused for 6 or more hours.** Lead levels increase over time as water sits in lead-containing plumbing materials. Regular water usage in your home or building can reduce lead levels in drinking water. When water has not been used for 6 hours or more; homes and buildings served by lead or a galvanized requiring replacement service lines should be flushed until you note a temperature change, then flush for one more minute.
- **Use cold water for cooking, drinking, and preparing baby formula.** Do not cook with, drink, or make baby formula from your hot water tap. Lead dissolves more easily in hot water. Always use cold water and heat if needed.
- **Use an ANSI certified lead filter.** Filters certified to the ANSI/NSF 53 standard for lead removal can be effective at reducing lead levels in water.
- **Regularly clean your faucet aerators.** Over time, particles containing lead can build up on the inside of aerator screens. Cleaning aerators regularly will help eliminate this source of lead.
- **For pregnant persons, infants, and young children.** Some populations such as pregnant persons, infants, and young children may be more at risk from the harmful effects of lead. These populations may consider taking extra precautions if their home is served by a lead or galvanized requiring replacement service line. These extra precautions may include having their drinking water analyzed for lead, using an alternative source of water (such as bottled water), or utilizing a filter certified to ANSI/NSF 53 standard for lead removal.
- **Replace lead containing plumbing fixtures.** Many old faucets, valves and other plumbing fixtures may contain lead. Identify if your building's plumbing fixtures contain lead and replace them when appropriate.
- **You may wish to have your child's blood tested for lead.** Your local county health department can be reached for additional assistance.

For More Information, Please Contact: PSWID Office at 928-476-4222, email billing@pswid.org, or www.pswid.org, visit U.S. EPA's website at www.epa.gov/lead, or visit Arizona DEQ [Lead and Copper Rule](#) | [Drinking Water Compliance Assistance](#) | [ADEQ](#) website.

Please share this information with all the other people in this home or building, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.



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.

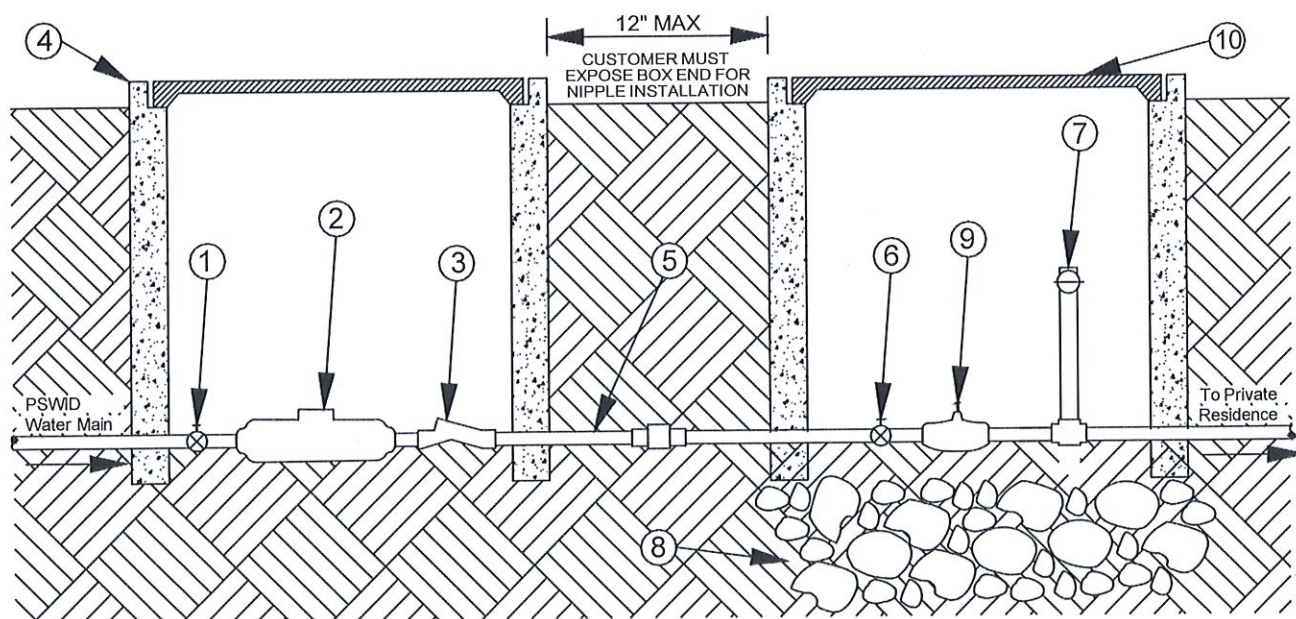
IMPORTANT NOTE: Under no circumstances is the customer to interfere in any way with the water meter or attempt to operate the District's meter valve.

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.

IMPORTANT NOTICE TO CUSTOMERS INSTALLING NEW WATERS SERVICE AND METERS AIII, SECTION 5 INSTALLATIONS

For customers whose new water service requires the installation of a service line and meter from the water main to the property line by the Pine Strawberry Water Improvement District (PSWID) please note the following:

AIII, Section 5.1. The District may install its meter at the property line, or at the District's option, on the Customer's property, or in a location mutually agreed upon by the Customer and the District.

AIII, Section 5.2. When two or more meters are to be installed on the same premises for different Customers, they shall be clearly designated as to which service each applies.

AIII, Section 5.3. The District shall extend service lines and system connections to the edge of the Customer's property at sites that are convenient to the District for meter reading purposes. Piping on the Customer's premises must be so arranged that the connections are conveniently located with respect to the District's lines, mains and meters.

AIII, Section 5.4. The Customer shall furnish and maintain a high-quality private shut-off valve and a brass check valve (or a Back-Flow Prevention Device, if required), on the Customer's side of the meter approximately 12" from the meter. A suitable and separate meter box, accessible to the District at all times, shall be provided and installed by the Customer to enclose the valves.

AIII, Section 5.5. Each Customer's piping, fixtures and equipment shall be installed and maintained by the Customer at the Customer's expense, in excellent condition and in a safe and efficient manner, in accordance with the District's Rules, as well as in full compliance with all laws and regulations of all governing federal, state, county, and local agencies.

AIII, Section 5.6. Customers shall take full responsibility for the inspection, maintenance and repair of Customer owned piping, fixtures and equipment. The District will not make any repairs on the Customer side of the meter unless damages are caused by the District's infrastructure or authorized representatives.

AIII, Section 5.7. Indemnification. Acceptance of water service from the District indicates the agreement of the Customer and Property Owner with these Rules and the agreement of each of them to indemnify the District for any damages to District assets, infrastructure or facilities caused by the activities of the Customer or the Property Owner.

AIII, Section 7. Construction Specifications:

AIII, Section 7.1. All service lines and appurtenances to be constructed shall comply with and conform to the Uniform Plumbing Code in effect at the time of construction.

AIII, Section 7.2. There must be a meter, which will be provided by the District, installed in all service connections and the Customer shall pay all fees therefore in accordance with the District's Rate Schedule. No meter may be moved from property to property to avoid payment of required meter installation fees. No meter will be provided if preexisting water main is not available. Property to be developed must abut a main, which may require binding the lots or parcels with a restrictive covenant to run with the land. Any such restrictive covenant must be in a form acceptable to the District and must ensure that, in the event of any further development of the lots or parcels, all premises to be served will abut a main. Second, the customer/developer must be able to meet all Uniform Plumbing Code, fireflow, engineering design standards and/or County requirements. Refer to PSWID Rules and Regulations AIII, Section 3. Customer Applications for Service

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.