

**WHETSTONE WATER IMPROVEMENT DISTRICT
P.O. BOX 4287
HUACHUCA CITY, ARIZONA 85616
520-456-2125**

OFFICE HOURS – MONDAY AND WEDNESDAY NOON-5P.M. FRIDAY 8 A.M. - 1 P.M.

CURRENT RATE STRUCTURE (effective 7-01-2022)

MINIMUM CHARGE	\$27.50
GALLONS INCLUDED IN MINIMUM	2,000
OVER 2,000 GALLONS	\$3.58 PER 1,000 GALLONS
METER INSTALLATION FEE	\$1,000.00
REFUNDABLE DEPOSIT	\$100.00
TURN ON/TRANSFER FEE	\$15.00

COLLECTION POLICY

BILLING CYCLE:

Meters will be read monthly. Bills will be prepared and issued to customers the day after meters are read. Bills are due when rendered.

LATE FEES:

Effective July 1, 2006, all accounts with a past due balance on the final day of the billing cycle will be assessed a late charge of \$20.00

RETURNED CHECK POLICY:

Checks that are returned due to non sufficient funds (NSF) will be charged a \$35.00 service charge. The amount of the returned check and the \$35.00 service charge must be paid in cash or money order before the next billing bill is received or water service may be terminated.

DELINQUENT ACCOUNTS:

An account will be considered DELINQUENT if payments for the current month are not received on or before the last day of the billing cycle. A late fee of \$20.00 will be added to the next bill. Delinquent accounts will have their bills stamped for disconnect and will be disconnected if payment in full is not received by the date stamped on the bill. No other notices will be sent. If a customer has 3 or more late fees in a year an additional deposit may be required.

RECONNECTION POLICY:

If an account has been disconnected by the district due to nonpayment, prior to re connection the past due amount, and a \$15.00 re connection fee, and \$100.00 deposit or an additional deposit if a \$100.00 deposit is on file, must be paid in full prior to turning water service back On.

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APPLICATION FOR WATER SERVICE

CUSTOMER NAME : _____

MAILING ADDRESS: _____

ADDRESS OF METER: _____

HOME TELEPHONE NUMBER: _____

PLACE OF EMPLOYMENT: _____

WORK TELEPHONE NUMBER: _____

NEAREST RELATIVE NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

RENTAL-LANDLORD NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

NOTICE

\$100.00 REFUNDABLE DEPOSIT

\$15.00 TURN ON FEE

\$1,000.00 NONREFUNDABLE METER INSTALLATION

**WE ACCEPT PAYMENT BY CASH, CHECK OR MONEY ORDER
CREDIT CARD ON LINE AT WEB SITE WHETSTONEWATER.COM**

We Have Up To 10 Working Days To Establish Service

**PRIOR TO AND AT TIME OF SERVICE CONNECTION, WHETSTONE WATER
IMPROVEMENT DISTRICT IS NOT RESPONSIBLE FOR ANY OPEN OR LEAKING
PLUMBING FIXTURES, TO INCLUDE BUT NOT LIMITED TO SUCH FIXTURES AS
FAUCETS, COMMODES, WATER HEATERS, WATER SOFTNERS, PIPES, ECT. FROM
THE METER TO AND INSIDE THE RESIDENCE IS THE OWNERS/RENTERS
RESPONSIBILITY**

CUSTOMER SIGNATURE _____ **DATE** _____

METER SERIAL NUMBER: _____

INITIAL METER READING: _____

DATE READ: _____

READ BY: _____

AMOUNT PAID: _____

CHECK NUMBER: _____

WATER ACCOUNT ESTABLISHED _____

BOARD MEMBERS: STEVE USREY-CHAIRMAN, LANCE AMATULLI-VICE-CHAIRMAN, JOE DOOLEY-
SECRETARY, TONY ENNIS-TREASURER, KEN BEANE BOARD MEMBER.

WHETSTONE WATER IMPROVEMENT DISTRICT (WWID)

The undersigned "Customer" request water service at the described service address ("premises") from "District" (WWID) and agrees to be governed by and comply with all applicable laws, rules, regulations and orders governing such services as they may be, from time to time amended.

Customer also agrees:

1. To assume responsibility for installing, maintaining and repairing any piping or other facilities on Customer side of the water meter; to make certain all water-using facilities are turned off before water service is started or terminated; to safeguard all Districts property installed in or on the premises; to ensure all Districts property (including meters) in or on the premises is unobstructed and accessible to Districts; to exercise reasonable care to prevent loss or damage to District property; to pay for loss or damage to Districts property caused by Customer; to properly install, maintain, repair and annually test any mandated backflow prevention assembly ("WWID") and to provide Districts certification thereof; to provide District and its duly authorized agents access, at all reasonable hours, to the premises for the purpose of reading or testing meters, installing, maintaining or repairing Districts water facilities for hazard evaluation surveys, to determine the presence of unprotected cross connections and to inspect and inventory WWIDs; to grant Districts adequate easements and rights of way to ensure proper service to the premises; and to pay all water utility services provided and water delivered up to the scheduled turnoff date.
2. District is not responsible for any damages to the premises from flooding due to condition of water facilities or appliance on Customers side of meter or for negligence of third persons or the forces beyond the control of the District resulting in any interruption of service or damage of service or damage to Customer or Customers premises. District does not guarantee uninterrupted service or service at a specific water pressure or gallon-per-minute flow rate.
3. Water furnished by WWID shall be used only on Customers premises and only for domestic purpose. Customer will not sell or furnish water to any other person or permit any other person to use the same.
4. During a critical water condition as determined by WWID or public agency, Customer shall use water only for those purposes specified by WWID.
5. Meters will be read and bills rendered monthly. **BILLS ARE DUE WHEN RENDERED**, shall be delinquent after 15 days, and if not paid in 45 days, service may be disconnected by WWID. Water service will be restored after such disconnection, when account is paid in full and a service charge of \$15.00 and an additional deposit (if WWID specifies) is paid. Failure to receive bills or notices shall not prevent such bills from becoming delinquent, nor relieve the Customer of his or her obligations.
6. Water bills will be computed in accordance with the WWID rate schedule, and will be based on the amount of water consumed for the period covered by the meter readings.
7. WWID will make special meter readings at the request of the customer for a fee of \$15.00 provided, however, that if such special meter reading discloses that the meter was over-read, no charge will be made.
8. Customer upon application for a new service or replacement will pay \$15.00 inspection fee to ensure underground water service is at least 10 feet away from septic tank or leach field, inspection to be made within 48 hours of WWID receiving card, excluding weekends or holidays.
9. Not less than 3 days notice must be given in writing by the customer at WWID office to disconnect or change occupancy. The outgoing party will be responsible for all utility services provided and water delivered up to scheduled turnoff date.
10. Customer will be charged a \$35.00 fee for any returned checks, and amount of check will be considered as delinquent until paid in full.
- 11 WWID may refuse service or disconnect service, in the manner approved by WWID, if the Customer fails to comply with application.
12. All terms and conditions of this Application, including the amounts contained herein, are subject to change upon approval of WWID.
13. In the event that a main line has to be extended in order to provide service to a new customer, said customer may be required to pay up to 40% of the cost of such line extension.

CUSTOMER NAME PRINT: _____ ACCOUNT# _____

CUSTOMER SIGNATURE: _____

**WHETSTONE WATER IMPROVEMENT DISTRICT
P.O. BOX 4287 HUACHUCA CITY AZ 85616
PHONE# (520)456-2125
FAX#(520)456-1182**

non-recurring charge policy

1. Whetstone Water Improvement District (WWID) will make special meter readings at the request of the customer for a fee of \$15.00 provided, however, that if such special meter reading discloses that the meter was over-read, no charge will be made.
2. In the event that there is a bill dispute pertaining to a meter reading the customer has the option of having the meter tested. If the meter is found not to be within the legal register range the bill will be forgiven and nothing further will be owed. However if the meter is within the legal register range the bill will be owed and the customer will also be billed for all costs pertaining to shipping and testing.
3. In the event that WWID staff are called out on weekends or non- business hours to perform any service due to negligence by a customer, the customer will be billed at a rate of \$35.00 per hour.
4. Customer upon application for a new service or replacement will pay \$15.00 inspection fee to ensure underground water service is at least 10 feet away from septic or leach field. inspection to be made within 48 hours of WWID receiving payment excluding weekends and holidays.
5. Customers will be charged a \$15.00 turn on fee upon submitting an application for service.
6. Customer will be charged a \$35.00 fee for any returned checks, and amount of check will be considered as a delinquent until paid in full.