



JUNE 2011

Water Saving Tips

- ◆ Collect the water you use for rinsing fruits & vegetables, then reuse it to water house-plants
- ◆ Water in the morning or evening when temperatures are cooler to minimize evaporation
- ◆ Shorten your shower by a minute or two and save up to 150 gallons per month
- ◆ An automatic dishwasher uses only 10 to 12 gallons of water, while washing by hand uses 20 to 30!
- ◆ When cleaning out fish tanks, give the nutrient –rich water to your plants
- ◆ Collect water from your roof to water your garden

FOOLS HOLLOW & PARK VALLEY WATER COMPANIES
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Water Wise

Integration of New Water Meters

Fools Hollow and Park Valley Water Companies have been in the process of replacing older meters with new, more accurate water meters, which are connected to a radio transmitter to collect meter readings from a distance. The Automated Meter Read—or AMR—technology uses wireless radio transmitters, which remotely reads customer meters and then transfers the data into the billing system.

What are the benefits of the new meters? Not only will they provide savings to the companies by reducing the amount of time it takes to read the

meters each month, they'll also improve accuracy because the remote collection device eliminates the chance of human error.

To date, 39% of meters in the Fools Hollow area have been transitioned to radio read. In the Park Valley area, 49%. If your meter is still being read manually, it is because the meter is not yet scheduled for replacement. Please do not request that your meter be changed. There are many factors that go into the decision process of which meters are to be replaced first. Project completion is still estimated to take several years.

Did you know?

- ◆ Less than 1% of the world's fresh water is readily accessible for direct human use.
- ◆ More people in the world have cell phones than access to a toilet.
- ◆ More than 80% of sewage in developing countries is discharged untreated, polluting rivers, lakes and coastal areas.
- ◆ At any given time, half of the world's hospital beds are occupied by patients suffering from diseases associated with lack of access to safe drinking water, inadequate sanitation and poor hygiene.
- ◆ At home the average American uses between 100 to 175 gallons of water a day.

As a Friendly Reminder...

Please be respectful to our service representatives. Once a month, they are instructed by the office to disconnect water service associated with delinquent accounts. Some customers have responded to such circumstances by yelling, cursing, and exhibiting threatening behavior towards them. Our service representatives do not decide which accounts get turned on or off, they are simply doing their job. In addition, they are also strictly prohibited from accepting payments in the field. So, please...any questions or concerns about bills or service need to be directed to the office, not to them.



Answers to Commonly Asked Questions

Can I use the meter to control water flow to my residence?

No, turning the main meter on or off is considered “meter tampering” and could have serious consequences. Regardless of the circumstances, you must contact the office to arrange for your main meter to be turned on or off for any reason. If you have an emergency after hours (such as a bad leak in your service line), please call the emergency number (928-367-7864) for assistance.

The main meter is the property and responsibility of the water company. Turning the meter on or off is considered “meter tampering” and could have serious consequences. ACC Rule 14-2-407 B. 4. says that customers are responsible for payment for any equipment damage resulting from the unauthorized breaking of seals, interfering, tampering or bypassing the utility meter. So, be sure to leave the main meter to us!

Do I have to be at my residence when water is turned back on after the winter?

We strongly recommend it. If a faucet is mistakenly left on in the house or one of your pipes has developed a leak, you could have a real mess—and expense—on your hands. The water company is responsible for turning the main meter on at your request, not for what takes place in or around your home. It is your responsibility to ensure your shut off valve is turned on or off to gain or prohibit water flow to the residence before requesting that the meter be locked or unlocked.

Do you have an after hours drop box for payments?

Yes, a green cast-iron payment drop box is located on the west side of the property. The box is checked daily.

Do you take credit cards? Can I sign up to have payments deducted from my bank account?

We are not currently set up to take credit cards or sign up customers for automatic payment. We realize many of you would appreciate having those options and will continue to periodically evaluate adding them in the future.

How much do I pay to reconnect service if I leave for the winter and return in the spring?

The reconnection fee for those that reconnect within a 12 month period is equivalent to the base rate of \$15.27 (\$14.00 + \$1.27 tax) for each month the service is off. Example: If water is turned off in November and back on in April, you would pay \$15.27 for the 4 months the water was off (Dec, Jan, Feb, Mar), for a total reconnection fee of \$61.08.

Do you automatically change my mailing address if I am a seasonal customer?

No. All customers must call the office with instruction to change a mailing address at any time.

Who takes care of leaks and frozen pipes?

Leaks in service lines (lines between the main meter up to and into the residence) are your responsibility, whether those lines have a leak or become frozen from winter temperatures. Your best defense is to properly care for your lines and winterize pipes before the temperatures drop. However, if you happen to have a leak or frozen line, a plumber may be of assistance at your expense.

If you observe water running down the street, it may be the result of a “main” line break, which is the responsibility of the water company to repair. In that case, we ask that you inform our office. “Main” breaks—even if they’re close to your meter—do not register usage through “your” meter, so no need for concern that you’ll be charged in such instances.

Why does my water have an odor?

Could be your hot water tank. Hot water tanks make great environments for the production of the gas that results in a foul odor. The corrosion of the tank “anode” encourages the gas production. Increasing the temperature of your hot water tank may kill the bacteria or you may need to consider replacing the anode. If you are returning for the season to discover your water has an odor when first used, try running the water for a period of time to clear out water that has been sitting idly in the pipes.