



Did you know... the majority of water you use in your home is used outdoors? You can save a lot by picking the right plants and watering smartly.



WATER WISE

Fools Hollow & Park Valley Water Companies

1500 W Deuce of Clubs, Show Low, Arizona 85901

928 537-1114 x 222 phone ♦ 928 537-5060 fax ♦ Hours: 8 am to 5 pm M-F

The Victorian Building Show Low Icon & Home to Your Water Company

What do you think of when you think of the Victorian building? The way it looks dressed up at Christmas, a reference point for directions, a reminder of a similar house from your past, the place you pay your water bill? Many customers who visit the building after passing by it time after time have commented that they've wondered what it looked like inside. It's surely one of the most photographed buildings in the state.

building that would be unique and attract people. Construction began in June 1989. Many think the Victorian is an old refurbished building, when it is actually a reproduction of the "Queen Anne"



The Victorian in Winter

design, which was popular in the late Victorian era (1890s).

In a place many think of as the "wild west," the Victorian building adds a touch of grace and elegance to the community, stirring the imagination, bringing a smile to a child's face and fond memories of days past to the minds of many.

We hope you enjoy your water company headquarters. It truly stands out from the rest!

The late Jim McCarty had a vision of creating an office

Attention Seasonal Customers New Policy for Locking Meters

Based on a recent policy change, all meters, including those that service our seasonal customers, will be locked when water is turned off to the residence for any period of time. Seasonal customers must contact the office in advance to schedule reconnection when returning for the season. Service activity takes place Monday through Friday after 3 pm. If you call after 3 pm, service is scheduled for the following business day.

We know in the past some of our seasonal customers have enjoyed the convenience of turning on their own

meters, or contacting our field representative directly to have their meters turned on, when returning to the area. However, due to liability, safety and billing concerns, we've standardized the process of locking all meters when not in use and require customers to contact the office for all service requests.

Going forward, the handling of a water company meter by a customer will be perceived as "meter tampering," which is strictly prohibited by the Arizona Corporation Commission and can result in termination of service and a charge to reconnect ser-

vice.

A friendly reminder... Those that reconnect service within 12

months are subject to a reconnection fee equal to \$14.00 plus tax for each month water was off. Customers returning after 12 months are assessed a flat reconnection fee of \$25.00 plus tax.

If you have any questions please contact the office at (928) 537-1114 extension 222.

Water Saving Tips

- ♦ Insulate your water pipes. You'll get hot water faster and avoid wasting water waiting for it to heat up.
- ♦ Water your yard and outdoor plants early or late in the day to reduce evaporation.
- ♦ Use plants that require less water such as Black-Eyed Susan, Blazing Star Liatris, Golden Creeping Sedum, Widow's Tears, Red Hens & Chicks, Snow in Summer or Everblooming Purple Coneflower.
- ♦ Use a shut off nozzle on your hose.
- ♦ Use a layer of organic mulch around plants to reduce evaporation and save hundreds of gallons of water a year.
- ♦ If you drop ice cubes when filling your glass, instead of throwing them away- put them in a house plant.
- ♦ An automatic dishwasher uses only 10 to 12 gallons of water, while washing by hand uses 20 to 30!
- ♦ Install irrigation devices that are the most water efficient for each use. Micro and drip irrigation and soaker hoses are examples of water efficient irrigation methods.

Water Meters, Shut Off Valves & Leaks

The water company is responsible for servicing and turning meters on and off. If you are returning for the season or your meter has been turned off due to non-payment, please contact us to make arrangements for your meter to be turned back on.

According to the Arizona Corporation Commission, customers that tamper with the water company's meter may be subject to immediate termination of service without notice. Customers are also responsible for any repair costs associated with a damaged meter as a result of me-

ter tampering. We appreciate your partnership in *leaving the meters to us!*

Do you know where your shut-off valve is located? This valve is the responsibility of the homeowner and allows you to control the water flow from the main meter into your residence. In the event of a leak, shutting off that valve may not only save gallons of otherwise wasted water, but the expense and effort of dealing with water damage to your home. You may want to "exercise" the valve occasionally to be sure it's operational if/when you need it.

Please note that if a main water line breaks, it is the responsibility of the water company to repair. Water loss from a main line break does not run through your meter and, therefore, you are not billed for it. However, if a leak or break happens in the service lines from the meter to the residence, it is the owner's responsibility to fix and to pay for any associated water loss.



Meters are the property of the water company

After Hours Emergency Number

The water companies have an after-hours emergency number *for problems that require immediate attention:* (928) 367-7864.

This line is for your use if you should experience a major leak and would like the main meter turned off or you suspect a main water line has broken during non-business hours. Any other transactions can be handled during normal business hours.



"Please do not use this number when service has been disconnected due to non-payment or when pipes become frozen due to freezing winter temperatures."

Please do not use this number when service has been disconnected due to non-payment or when pipes become frozen due to freezing winter temperatures.

When water has been disconnected due to non-payment, our field representatives are not authorized to ac-

cept payments in the field and water will not be reconnected until the next business day after 3 pm. Payments must be made at our office during regular business hours and before 3 pm to have service reconnected that day.

Answers to Common Questions

"Why does my water smell like rotten eggs?" *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. You may consider contacting a reputable water heater dealer or plumber for how to best treat.

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.

"How much water is lost from a leak?" Assume a 1/16" hole exists in a pipe. Assume the pressure at that point is 40 psi. Based on the above, approximately .59 gallons per minute are lost from this pipe. In an hour you would lose 35.40 gallons from this hole. In one day (24 hours) you have lost 849.6 gallons. In one year 310,104 gallons are lost.

Assume now that we have a 1/8" hole in the pipe. Pressure is 40 psi. You might think that we should just double what the 1/16" hole lost. Incorrect! In one year you could have lost 1,242,732 gallons!

"Should I insulate pipes for winter?" Insulating pipes for winter helps protect them against freezing temperatures. Leaving water in them can cause them to freeze and burst. During winter months, customers often report a loss of water due to frozen pipes, thinking the water company is responsible for fixing the problem. However, many customers do not realize that the water company is responsible for providing water only to the meter. Any problems related to piping between the meter and residence (i.e. frozen pipes) is the responsibility of the customer.