

Did you know...
nearly 97% of the world's water is undrinkable? Another 2% is locked in ice caps and glaciers. That leaves just 1% for all of humanity's needs!



WATER WISE

Fools Hollow & Park Valley Water Companies

1500 W Deuce of Clubs, Show Low, Arizona 85901
928 537-1114 x222 phone ♦ 928 537-5060 fax ♦ Hours: 8 am to 5 pm M-F

June 2010

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, 37% of meters in the Fools Hollow area have been transitioned to radio read. In the Park Valley area, 46%.

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.

Water Saving Tips

- ♦ Water your yard and outdoor plants early or late in the day to reduce evaporation
- ♦ Use a shut off nozzle on your hose
- ♦ Use plants that require less water
- ♦ 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!
- ♦ Take shorter showers—5 minutes or less is best
- ♦ Use a broom to clean driveways and walkways

Answers to Your 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. 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.

“Do I have to be at the residence when my 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.

“Does the water company take 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.

More on page 2...

How to Keep in Good Standing with Your Water Company

1. Of course...pay your bills on time.

Fools Hollow and Park Valley Water companies are regulated by the Arizona Corporation Commission (or ACC). ACC Rule 14-2-409 C. 1. states that "All bills for utility services are due and payable when rendered. Any payment not received within 15 days from the date the bill was rendered shall be considered delinquent." "Rendered" is evidenced by the postmark or date bill is mailed. Bills are usually mailed the first week of the month. Be sure to contact the office with address changes.

2. Be respectful to service representatives.

Once a month, our service representatives 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 our service reps. Our service reps do not decide which accounts get turned on or off, they are simply doing their job. Furthermore, 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.*

3. Call the office to have service connected or disconnected; do not tamper with the main meter.

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!*

Turning the main meter on or off is considered "meter tampering" and could have serious consequences



No dogs or bikes inside the building please
Thank you!

...More Answers to Your Common Questions

"How do I get a payment to your office when I work during the day?"

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

"Do you accept credit card payments? Can I sign up to automatically 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/summer?"

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.

ATTENTION
Due to the passing of Proposition 100, sales tax will increase to a total of 9.1% effective June 1st