

Elfrida Water Improvement District Customer Policy

1. Introduction

The Elfrida Water Improvement District (EWID) is dedicated to providing safe, reliable, and affordable water services to our customers. This Customer Policy outlines the expectations and responsibilities of both the District and our customers, ensuring a clear understanding of services, billing, maintenance, and service interruptions.

2. Customer Responsibilities

- **Account Setup & Maintenance**

Customers are required to provide accurate and up-to-date information when setting up their water service account. It is the customer's responsibility to notify EWID of any changes to their contact information, including billing addresses.

Required Documents to Start an Account

To begin the account opening process, the following documents and fees are required:

- **A valid government-issued ID** – This must be an official identification card such as a passport, driver's license, or national ID card.
- **Proof of property ownership or a lease agreement** – Documentation that confirms you either own the property or have a valid lease agreement for the premises.
- **\$200 startup fee** – A one-time fee required to open and activate the account.
- **Signed New Account Agreement Form** – This form must be completed and signed to officially open your account.
- Please ensure all documents are current, legible, and signed when submitting them.

- **Start-Up Fee for Water Service Connection**

At the Elfrida Water Improvement District (EWID), we charge a **\$200 Start-Up Fee** for connecting new customers to our water service. This fee is not a deposit, but a standard administrative and operational charge to cover the costs associated with setting up and activating your water service. The start-up fee includes the necessary processing, equipment installation, and any required inspections.

- **Additional Considerations Regarding Prior Tenants/Owners**

In certain cases, EWID may review the payment history of previous tenants or owners at the property to be connected. If the previous account holder(s) have a history of late payments, non-payment, or other issues related to their water service account, EWID reserves the right to review the situation on a case-by-case basis. This review may involve a discussion with the EWID Board of Directors.

If the Board determines that the previous history at the property indicates a higher risk of non-payment or other issues that could impact the EWID's ability to recover service costs, **additional charges beyond the \$200 start-up fee may be applied.** These additional charges would be assessed on a case-by-case basis and would be communicated to the customer prior to service connection. The purpose of these additional fees is to mitigate the risk to EWID and ensure that our services can be provided without disruption or loss.

In the event that additional charges are deemed necessary, customers will be notified in advance and will have the opportunity to discuss these charges before finalizing their connection.

- **Refunds and/or Credits**

Elfrida Water Improvement District strives to provide accurate billing for all services rendered. In the event of an overcharge or billing error, customers may request a refund and/or credit. Refunds will be issued only for charges that are deemed to have been billed in error and are subject to review by the **General Manager.**

To request a refund, customers must contact our office within **30 days** of receiving the bill in question. Refund requests will be reviewed by the General Manager, and if approved, the refund and/or credit will be processed and credited to the customer's account or issued by check, depending on the circumstances.

Please note that refunds will not be issued for services that have been rendered in full or for any issues related to disputes not reported within the 30-day window.

- **Water Usage**

Customers are expected to use water efficiently and responsibly. EWID reserves the right to implement water conservation measures during times of drought or other water shortages. Customers are encouraged to follow guidelines for water usage to help conserve resources.

- **Payment Obligations**

Customers are responsible for paying their water bills on time. Water bills are issued monthly, with payments due by the **10th of each month.** If payment is not received within twenty-five (25) days from the date the water bill was rendered

shall be considered delinquent, a **late payment fee of \$15** will be applied to the account.

If customers are experiencing financial hardship, we are willing to work with them by offering a **payment plan**. To set up a payment plan, customers must come into our office to discuss their situation, and we will work together to find a solution that allows for manageable payments. The terms of the payment plan will be based on the customer's ability to pay, and the customer will agree to a minimum monthly payment amount.

However, if the customer fails to pay the agreed-upon amount by the **15th of the following month**, the payment arrangement will be void, and the account will be subject to disconnection. To reinstate service, the customer will be required to pay the outstanding balance in full.

Payments can be made through various methods, including online, by mail, or in person at our office. It is the customer's responsibility to ensure that payments are made by the due date to avoid late fees or service disconnection.

- **Access to Property**

Customers must provide EWID with reasonable access to their property for meter reading, maintenance, inspections, and emergency repairs. Customers are required to maintain clear access to their water meter.

- A person who occupies premises and uses water without applying for water service shall be responsible for all water consumption from the date of the last recorded meter reading. If the meter is found to be inoperative, the water usage will be estimated. If an application for service is not submitted within 48 hours after being notified that failure to do so will result in the termination of water service, or if outstanding bills remain unpaid after being presented, water service will be discontinued as outlined in the notice.

- **Meter Combination Policy**

Elfrida Water Improvement District requires that each metered service be billed separately. If a property has two or more separate metered services, they will **not** be combined for billing purposes. Each meter will be considered independently for the calculation of water usage and charges.

This policy ensures that all customers are billed fairly according to their individual water consumption, and each meter will retain its own distinct billing cycle. Requests to combine meters will not be accommodated, and each meter will continue to incur charges based on its own usage.

- **Maintenance of Private Plumbing**

Customers are responsible for the maintenance and repair of the plumbing from their water meter into the property. EWID is only responsible for the water distribution system up to the turn off valve.

- **Customer's Responsibility for EWID Property**

The customer may be held financially responsible for any damage to EWID's meters or other property caused by the use or operation of appliances and facilities on the customer's premises. This includes, but is not limited to, damage resulting from electricity, vegetation, steam, hot water, chemicals, or the tampering with or destruction of locks on or near the meter.

EWID will repair any such damage at the customer's expense, and the cost of repairs may be added to the customer's water bill.

- **Unauthorized Restoration**

No person shall turn on the water at the meter once it has been shut off by EWID, nor shall they interfere with or remove the meter from any service connection. If the customer or any other individual turns on the meter stop or allows or causes it to be turned on after it has been shut off by EWID. EWID will disconnect the potable water service again and may remove or seal the meter.

An additional charge, will be required before potable water service can be restored.

- **Fire Hydrant Connections**

Fire hydrants connected to Agency mains are designated for use by the Agency and authorized fire protection agencies. Any other parties wishing to use water from fire hydrants for any purpose must obtain written permission from both the Agency and the relevant fire protection agency before use. Additionally, the hydrant must be operated in accordance with the instructions provided by the Agency. In addition to any other penalties, unauthorized use of water from fire hydrants will incur the applicable penalties and charges.

3. EWID Responsibilities

- **Water Quality & Safety**

EWID is committed to providing high-quality water that meets or exceeds all federal and state water quality standards. Regular testing and monitoring are conducted to ensure the safety and quality of the water supply.

- **Billing and Customer Service**

EWID will provide clear, accurate, and timely billing for water usage. Our customer service team is available to assist with inquiries, billing issues, and other concerns. Customers can contact us by phone, email, or in person.

- **Service Interruptions & Emergencies**

While EWID strives to provide uninterrupted service, occasional maintenance, repairs, or emergencies may result in service interruptions. Customers will be notified in advance whenever possible, and efforts will be made to restore service promptly.

- **Rates & Charges**

EWID's water rates are set by the Board of Elfrida Domestic Water Improv. Dist. and may change periodically. Customers will be notified of any changes to rates or charges.

4. Service Termination & Disconnection

- **Non-Payment**

Failure to pay bills in a timely manner may result in disconnection of water service. EWID will send a written notice of disconnection before taking action, and customers will be given an opportunity to resolve the payment issue.

- **Requests for Disconnection**

Customers who wish to disconnect service permanently or temporarily must notify EWID in writing at least 15 days before the desired date.

- **Disconnection Fee**

A disconnection fee of **\$35** may apply in the event of service disconnection. Please note that the exact fee may vary depending on the circumstances and will be assessed at the company's discretion, based on the specific situation.

- **Reconnection Fees**

If service has been disconnected for non-payment or other reasons, a **\$35 reconnection fee** will apply. The fee must be paid in full before water service is restored.

5. Customer Disputes and Appeals

- **Billing Disputes**

If a customer disagrees with their bill, they should contact EWID within 30 days of receiving the bill. EWID will review the dispute and work with the customer to resolve any billing errors or concerns.

- **Appeals**

Customers may appeal any decision made by EWID to the Board of Elfrida Domestic Water Improv. Dist. A formal appeal request must be submitted in writing and will be reviewed at the next regularly scheduled Board meeting.

6. Privacy & Confidentiality

EWID values the privacy of its customers. We will not disclose customer information to third parties unless required by law or with the customer's explicit consent. All billing and account information will be kept confidential.

7. Water Conservation and Environmental Responsibility

As a small utility provider, Elfrida Water Improvement District is committed to promoting responsible water use and protecting our local water resources. We encourage our customers to adopt water-saving practices and be mindful of their water consumption. While we do not offer formal classes or training on water conservation, we may periodically provide tips and resources through our billing statements, or customer communications to help customers reduce water usage and contribute to environmental sustainability.

We ask that all customers take steps to minimize water waste, such as repairing leaks, using water-efficient appliances, and following any water conservation guidelines during times of drought or water shortages.

8. Amendments to the Policy

This Customer Policy may be amended or updated periodically by the EWID Board of Elfrida Domestic Water Improvement Dist. Customers will be notified of significant changes that affect their services or responsibilities.

9. Contact Information

For questions, concerns, or customer service inquiries, please contact the Elfrida Water Improvement District:

- **Phone:** (520) 642-1290, (520) 642-1292 & (520) 642-1293

- **Email:** elfridawater1290@gmail.com
 - **Office Address:** 10357 N Highway 191, Elfrida, AZ 85610
 - **PO Box:** 293, Elfrida, AZ 85610
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10. Refusal to Serve Policy

- The company reserves the right to refuse service to any individual or entity under the following circumstances:
 - Failure to pay outstanding bills or fulfill financial obligations.
 - Violation of company policies or terms of service.
 - Presence of hazardous conditions or unsafe environments that prevent safe service delivery.
 - Non-compliance with local, state, or federal regulations related to water usage or safety.
 - Any actions or behavior are deemed abusive, threatening, or disruptive to company employees or operations.
 - Intentional misuse or tampering with company equipment or infrastructure.

In such cases, the company will provide a written notice of refusal and outline the steps necessary to resolve the issue for service reinstatement.

In the event of a refusal to serve, the company will notify the customer in writing, detailing the specific reasons for the refusal. The customer will be informed of the actions required to resolve the issue for service reinstatement.

- Customers have the right to appeal the refusal decision. Appeals must be submitted in writing and addressed to the Board of Directors, who will review the circumstances and determine the appropriate course of action. The company will make every effort to resolve the matter in a fair and professional manner.
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11. Acknowledgment

By using the services of the Elfrida Water Improvement District, customers acknowledge that they have read, understood, and agree to abide by the terms and conditions of this Customer Policy.

Customer Signature: _____

Date: _____