AVRA WATER
PICTURE ROCKS

11821 W Picture Rocks Rd
Tucson, AZ 85743
Phone: 520-682-7331 Fax: 520-682-8933

New Water Service

DOCUMENTS & DEPOSIT ARE REQUIRED BEFORE SERVICE CAN BEGIN

- WARRANTY DEED OR SETTLEMENT STATEMENT (OWNER)
- LEASE OR RENTAL AGREEMENT (RENTER)
- COPY OF DRIVER'S LICENSE OR STATE ID
- AVRA WATER CO-OP APPLICATION

CHARGES FOR NEW CUSTOMER:

$ 100.00	DEPOSIT*
$ 25.00	ESTABLISHMENT FEE (NON-REFUNDABLE)
$125.00	TOTAL DUE BY NEW CUSTOMER

*The Security Deposit is applied to the Final Bill after the account is closed. A refund check will be sent to the customer for any remaining credit.

*For Active Accounts, the deposit will be credited to your Avra Water Account after 12 consecutive months of on time payments.

Interest is paid on your Security Deposit at the rate of 6% Per Arizona Corporation Commission Rules & Regulations.

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Welcome New Customer!

Please take a few minutes to read the important information in this packet.

DUE DATE FOR BILLS

All bills are due on the last day of every month. A $5.00 late fee will be applied on the next day even if our office is closed. We have many options available to make your payments. You can pay online at Xpressbillpay.com or you can put your payment in our deposit box located outside of our office.

TO AVOID DISCONNECTION AND A RECONNECTION FEE

Your past due balance will need to be paid before the disconnect day, which is 10 days from the billing due date. If you are unable to pay the delinquent amount by the due date, call one of our Office Staff **before** your service has been disconnection to make a payment arrangement.
We also offer Payment Agreement (twice per year). We are always willing to assist our members.

DISCONNECTION FOR NON-PAYMENT

Bills are due upon receipt. Your bills are always due on the last day of every month. Members that are disconnected for non-payment will be required to pay the delinquent balance and current balance to have their service reconnected. Member reconnected (during business hours) will have reconnect fee charged on your next bill. Members reconnected After-hour will have the After-hour Fee plus the reconnect fee on the next bill. **Failure to receive bills which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his/her obligations therein.**

MOVING… RELOCATION… ADVANCE NOTICE…

If you are moving or relocating, you must call 682-7331 or visit our office to let us know the date you want your water service shut off and the forwarding address for your final bill or security deposit refund. You will be responsible for any water usage and billing on that account until the account is closed and final billed.

NOTE: Per the Arizona Corporation (ACC) Code R14-2-409, Section H, “Not less than three working days advance notice must be given in person, in writing or by telephone at the utility’s office to discontinue service or to change occupancy. The outgoing party shall be responsible for all utility services provided and/or consumed up to the scheduled “turn off date”.

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AVRA WATER RATES AND CHARGES

MONTHLY BASE RATE CHARGES

Meter Size	Charges
5/8” x 3/4" Meter	$28.29
5/8” x 3/4" Meter – 2 Dwellings	$42.44
5/8” x 3/4” Meter – 3 Dwellings	$56.58
3/4” Meter	$42.44
3/4" Meter – 7 Dwellings	$169.76
1” Meter	$70.73
1 1/2” Meter	$141.46
2” Meter	$226.34
3” Meter	$452.69
4” Meter	$707.32
6” Meter	$1,414.65

COMMODITY RATES: PER THOUSAND GALLONS

5/8” X 3/4" AND 3/4" Meter	
1 to 7,500 Gallons	$2.50
7,500 to 15,000 Gallons	$3.06
Over 15,000 Gallons	$3.66
1” Meter (Residential/Commercial)	
1 to 22,500 Gallons	$3.06
Over 22,500 Gallons	$3.66
1 ½” Meter (Residential/Commercial)	
1 to 45,000 Gallons	$3.06
Over 45,000 Gallons	$3.66
2” Meter (Residential/Commercial)	
1 to72,000 Gallons	$3.06
Over 72,000 Gallons	$3.66
3” Meter (Residential/Commercial	
1 to 144,000 Gallons	$3.06
Over 144,000 Gallons	$3.66
4” Meter (Residential/Commercial)	
1 to 450,000 Gallons	$3.06
Over 450,000 Gallons	$3.66

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Service Charges

Deposit	$100.00 (a)
Deposit Interest	6.00%
Establishment Fee	$25.00
Re-establishment	(b)
Reconnection (Delinquent) during business hours	$35.00
Service Charge after hours at customer request	$50.00
Late Fee	$5.00
NSF Returned Check Fee	$25.00
Meter Test Remove & test meter (Customer request, if correct)	$40.00
Deferred Payment	1.5%
Emergency Not caused by the company	Cost
Sprinkler Rate	$7.00
Meter Tampering Cutting lock or angle meter stops	Cost
Water line crossing paved road	(c)
Line Extension Agreement	Cost
Master Metering	(d)

(a) Per A.A.C.14-2-403B
(b) Per A.A.C. 14-2-403D Months off system times the base rate
(c) Customer expense to be done by contractor with no responsibility to the Co-op.
(d) See page titled Master Meters

For a complete list of charges, please refer to ACC – approved Water Tariff Schedule for Avra Water Co-op, Inc.

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SECURITY DEPOSITS

Customers who leave the area still owing their water bill hurt the rest of us. Avra Water Co-op has already provided service so the rest of the members have to pay for those who don't. In an effort to protect our members from this unnecessary burden, effective November 1, 2010 Avra Water Co-op will stringently enforce the Arizona Corporation Commission (ACC) Rules in order to minimize this bad debt.

SECURITY DEPOSITS: ACC rule R14-2-403 section (B) states that a utility may require a deposit from any new applicant for service. It also states that a deposit may be established if a customer becomes delinquent in the payment of bills two or more times within a **12 consecutive month period**.

The amount of a deposit required shall be determined according to the following terms: Not to exceed two times the average residential class bill as evidenced by the utility's most recent annual report filed with the Commission. This amount is currently $100.00.

Or the utility may review the customer's usage after service has been connected and adjust the deposit amount based on two times the customer's average monthly usage over the preceding 12 months, whichever is greater.

DISCONNECT FOR NON-PAYMENT. Bills are due upon receipt. Your bills are always due on the last day of every month. You have at least 10 days to pay the previous balance before you are disconnected. Members that are disconnected for non-payment will be required to pay the delinquent amount and the current balance to have their service reconnected. The reconnect fee will then be charged on your next bill.

DEFERRED PAYMENT AGREEMENT: You are allowed **2** payment agreements within a 12 month period. You must sign the deferred payment agreement and you must pay the agreed upon amount within a reasonable time agreed upon by you and our Customer Service tech.

AUTO PAYMENTS: You can sign up for our Automatic Debit/Credit card or Checking account plans. You can request to stop receiving paper bills and as long as you have not been past due in the last 12 months we can do that, or you can receive both. You can sign up on **Xpressbillpay.com** or come into the office and fill out our form.

As always, we at Avra Water Co-op wish to provide our customers with excellent Customer Service. If at any time you have questions concerning your account or require assistance in maintaining a current status, please don't hesitate to contact us. We want to avoid disconnects as much as you do.

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New Meter Service

Meter Size	Service Line	Meter Charges	Totals
5/8 x 3/4 Inch	$290.00	$120.00	$410.00
3/4 x 3/4 Inch	$290.00	$165.00	$455.00
1 Inch	$315.00	$205.00	$520.00
1 ½ Inch	$330.00	$410.00	$740.00
2 Inch	$355.00	$880.00	$1235.00
3 Inch	$395.00	$1,310.00	$1,705.00
4 Inch	$610.00	$2,090.00	$2,700.00
6 Inch	$890.00	$4,145.00	$5,035.00

(a) Assessment of One Time Hook-up Charge: The hook-up fee may be assessed only once per service connection, or lot within a platted subdivision (similar to meter and service line installation charges). However, this provision does not exempt from the hook-up fee, any newly created parcel(s) which are the result of further subdivision of a lot or land parcel and which do not have a service connection.

Hook-up Fees Meter Size	Total Hook-up Fees
5/8 x 3/4 Inch Meter	$1,875.00
3/4 Inch Meter	$2,250.00
1 Inch Meter	$3,750.00
1 ½ Inch Meter	$7,500.00
2 Inch Meter	$12,000.00
3 Inch Meter	$22,500.00
4 Inch Meter	$37,500.00
6 Inch Meter	$75,000.00

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MASTER METERS

Arizona Corporation Commissions Tariff Decision #69681

V. CONDITIONS CONCERNING MASTER METERING/MULTIPLE DWELLINGS

Multiple Dwellings on one meter: All dwellings, beyond direct connection which cross property lines, will be charged 100 percent of monthly minimum, and/or are required to have their own meter. If the meter services more than one dwelling on the same property, the second and each additional connection shall each pay 50% of monthly minimum for the size meter.

A Dwelling is defined as a House, Mobile Home, RV or other structure in which a person or persons occupy as a place of residence. A residence is a place to which a person intends to return to despite temporary absences and is lived in more than 30 consecutive days per calendar year.

Responsibility for payment remains with the master meter customer.

If you have questions please give us a call during business hours
Monday – Friday 8 am to noon and from 1 pm to 4:30 pm.

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FINAL BILL

When requesting to have your water service account "closed", a Final Bill will be generated. Any unpaid deposit/interest will be applied to your account at that time. If you have a credit balance, a refund check will be mailed to you. Please give the Office Staff your forwarding address for your Final Bill/Refund Check. We will need your forwarding address for this purpose. If you have an outstanding balance, payment must be received by the due date listed on your bill.

COLLECTION AGENCY

As a courtesy, in addition to mailing a final bill to you, Avra Water attempts to send notification to all customers with unpaid balances, prior to sending the outstanding bill to our collection agency. We do not wish to send any of our customers to the collection agency, however if the final bill remains unpaid and no payment arrangements have been made your account will be forwarded to the collection agency.

Please do not rely on receiving a notification letter from Avra Water before paying your outstanding balance. Per the Attorney General's office and the Arizona Corporation Commission, we are not required to provide notice that your unpaid balance will be sent to the collection agency. It is your responsibility to make sure your account balance is paid in full.

If you are unable to pay the entire balance by the due date, please do not hesitate to call our office to discuss payment arrangements. We are more than willing to work with our customers to help avoid additional charges or expenses by the collection agency.

In the event of default in the payments of any amount due, and if your account is placed in the hands of a collection agency or Attorney for collection or legal action, you will be responsible to pay any additional charge equal to the cost of collection including collection agency and attorney fees and court costs.

NOTE: Per ACC Code R14-2-409-D3, "Failure to receive bills or notices which have been properly placed in the United States Mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein."