

Mt Lemmon Domestic Water Improvement District
Residential Service Agreement
Website: www.mtlemonwater.org

Operations Office

12601 N Sabino Canyon Pkwy, Mt Lemmon, AZ 85619
(520) 576-1538
mtlemmonwater@gmail.com

Business Office

PO Box 31703, Tucson, AZ 85751
(520) 325-0023 Billing
mtlemmonwateroffice@gmail.com

To establish new service, please complete page 3 of this form and either mail it to the business office or email to mtlemmonwateroffice@gmail.com, along with the service establishment fee.

Dear Customer:

Enclosed please find a Service Establishment Agreement and Tariff Schedule as approved by the Mt Lemmon Domestic Water Improvement District Board for the water service you have requested.

Please read all the material carefully and note that an election of Directors as required by A.R.S. 48-1012 shall be conducted every two years in conjunction with the Pima County General Election.

Please complete and sign the Service Establishment Agreement and return it with the following payment:

New Service Fees (new property development)

Service establishment fee ¹	\$ 50 + tax
Meter Installation (3/4 x 5/8) ²	\$ 1,500 minimum + tax
System Development fee ³	\$ 950 + tax

Service Establishment Fees (new customers)

New customer if water service is active on the property	\$ 50 + tax
New customer if water service was inactive 12 or more months	\$ 1,530 + tax

Re-establishment Fees (established customers)

Within 12 months of last payment = Months off x monthly min \$41.85 + \$50 Service Establishment. After 12 months of non-payment = \$1,500 meter install (if a new meter needs to be installed) + \$50 Service Establishment + \$1,550 + tax.

¹ The Service Establishment Fee must be paid before the account is put in the buyer's name, but ordinarily, we do not turn water off between owners, so water will be available immediately upon receipt of payment. Billing will begin on the date of turn-on at the rate of \$41.85 (plus tax) per calendar month or any portion thereof plus water fees. See rates on pages 4 & 5.

² A meter installation fee is required for all customers who do not have a meter, and installation will need to be coordinated with the water department. The Tariff Schedule may be used to determine fees for water lines of other sizes. It may be necessary to enter into a Main Line Extension Agreement if there is currently no main line servicing your location. When a meter installation is required, the minimum \$1,500 will be required before work begins. Once the fee has been paid, it will be added to the queue. The length of time it will take to get the meter installed will depend on the availability of parts and how many other jobs there are ahead of yours. If the installation of your meter requires more parts than the average meter, or requires more time, you may be charged an additional fee once the meter has been installed.

³ System development fee is required for all new meter sets on undeveloped property.

If you are not present when our work person executes the turn-on, the MLDWID lock will be removed from the main valve, but it will be left in the “off” position. You may turn it to the “on” position when you are ready. **You are encouraged to turn off the MLDWID valve in addition to your own valve when you will be away for more than a few hours.** This helps to prevent leaks or accidental usage during your absence. You may also use your own lock on the main valve to prevent tampering. We will not cut your lock off unless the valve must be operated in your absence for good reasons, in which case we will not assume liability for damage to your lock.

By signing below, you agree to indemnify and hold harmless the District (including its members, agents, officers and employees) from and against all claims, injuries, damages, losses, and expenses (including attorney fees and court costs) arising from acts or omissions of the District (including those of its employees) in the performance of providing water service, including construction, operations, repairs and maintenance of the water delivery system unless such liability arose due to the bad faith, fraud, gross negligence or misconduct by the District.

The water supply on the mountain is limited and we urge you to conserve it whenever possible. Remember to make every drop count. If you have any questions, please call us and we will be happy to answer them. We look forward to serving you.

Mt Lemmon Domestic Water Improvement District

**Mt Lemmon Domestic Water Improvement District Service Agreement
LETTER OF AUTHORIZATION**

Applicant/Owner/Customer Name: _____

Applicant/Co-Owner/Customer Name: _____

Billing Address: _____ City: _____ State: _____ Zip: _____

Primary Phone #: _____ Secondary Phone #: _____

Email: _____ Date Service to begin: _____

Property Address: _____

The Mt Lemmon Domestic Water Improvement District herein referred to as the “MLDWID” and Applicants/Owners of the above property, herein referred to as “Customer”, agree as follows:

1. Customer agrees to pay all rates and charges at the time and place designated by the MLDWID. Bills are due and payable on the 20th of each month. Any payments not received within 60 days from the due date will be assessed a 10% late fee. Ten days following the delinquent date, service may be disconnected. Service will be restored only after all due bills are paid in full. A \$50.00 service charge will be due for re-connection of service. Customer agrees to pay all costs, including attorney’s fees and court costs incurred in the collection of delinquent accounts.
2. Customer understands and agrees to hold the MLDWID harmless from any damage caused by the interruption of water pressure or service occasioned by any failure in machinery, plant equipment, water main, governmental action or any disappearance or lowering of the water supply from the sources.
3. MLDWID agrees to use all reasonable efforts to furnish uninterrupted water service to each customer. The Customer understands and agrees that weather extremes may impair the ability of MLDWID to provide daily uninterrupted water.
4. In the event that the Customer does not subscribe to and pay for water service for a period of more than twelve months, this agreement shall terminate, and the Customer shall be required to reapply for service establishment to MLDWID executing all documents and paying all current fees required for service establishment.
5. Agreement is binding upon the heirs, executors, administrators, grantees, and successors of the parties hereto.
6. Customer agrees to abide by the Rules and Regulations as adopted by the Board of Directors of the MLDWID and to pay all charges, fees and fines to MLDWID as provided for therein. Customer shall be liable for all such payments until written notice is received by the MLDWID of the Customer’s intention to terminate service herein, irrespective of the transfer of title or interest to said property by Customer.
7. The owner is the Customer of Record, and no bills will be dispersed to anyone other than the owner. (See Rules and Regulations # 20).

Dated this _____ day of _____, 20____

Customer Signature: _____

**Please complete and sign this page and either mail to
Mt Lemmon Water, PO Box 31703, Tucson, AZ 85751
or email to mtlemmonwateroffice@gmail.com, along with the service establishment fee.**

Mt Lemmon Domestic Water Improvement District Service Agreement

TARIFF SCHEDULE / RATES AND CHARGES

Customer Minimum Base Rate Per Month

(Monthly base charge includes NO water usage)

5/8" x 3/4" meter	\$41.85
3/4" meter	\$45.00
1" meter	\$53.00
1 1/2" meter	\$60.00
2" meter	\$80.00
3" meter	\$80.00
4" meter	\$210.00
5" meter	\$360.00

Water commodity charge per 1,000 gallons

(Water usage is in addition to monthly base charge)

0 – 4,000 gallons	\$ 6.00
4,001 – 10,000 gallons	\$15.00
10,001 – 17,000 gallons	\$30.00
17,000+ gallons	\$80.00

NEW WATER METER CONNECTION FEES

(Each new water service must pay the new meter service fee plus system development fee)

Meter Size	Meter Installation Fee	System Development Fee (non-refundable)
5/8" x 3/4" meter	\$1,500 minimum (see pg. 1)	\$950.00
3/4 meter	\$435.00	\$1,425.00
1" meter	\$485.00	\$2,375.00
1/2" meter	\$680.00	\$4,750.00
2" meter	\$1,080.00	\$7,600.00
3" meter	\$1,460.00	\$15,200.00
4" meter	\$2,315.00	\$23,750.00
6" meter	\$4,326.00	\$47,500.00

SERVICE CHARGES AND FEES

Service establishment (new customer with existing meter & active account)	\$50.00
Re-establishment (existing customer within 12 months) off	Monthly min. x #monthsoff
Re-establishment (existing and new customers after 12 months of non-payment)	\$600.00
Re-connection/delinquent (first month, then months x minimum)	\$50.00
Service calls regular hours (turn on / turn off)	\$50.00
Service calls after hours (turn on / turn off)	\$150.00
Emergency leak find (due to failure of customer valve)	\$150.00/hr/empl + usage
Meter re-read (customer request – no charge if district error)	\$30.00
Meter test	\$75.00
Meter shut off due to leaks depending on access conditions	\$50.00 to \$150.00
Returned check fee	\$25.00
Past Due Charge (60+ days)	10% interest per month
Meter inaccessible (debris, built on)	\$100.00/mo + base fee
Non-access must be corrected by next month meter read OR	\$50.00/mo + base fee
Meter tampering	\$500.00 + Base fee
Construction bypass of meter	\$500.00
Construction bypass of backflow preventor	\$1,000.00
Illegal or unauthorized use of water for use on another property w/out a meter	
First offense	\$500.00 plus cost of water
Second offense	\$1,000.00 plus cost of water
Third and successive offenses	\$1,500.00 plus cost of water
District property damage	Materials & Labor costs at \$75.00/hr

In addition to the collection of its regular rates and charges, the District shall collect from its customers the proportionate share of any privilege, sales or use tax on both the base rate and commodity charges.

PRESSURE REGULATING VALVE REQUIREMENT: The District requires a customer to pay for, install and maintain a pressure-regulating valve at each meter location.

CROSS CONNECTION AND BACKFLOW PREVENTION REUIREMENT: The District requires customer to pay for, install and maintain a backflow prevention assembly (double check volve) at each meter location.

Mt Lemmon Domestic Water Improvement District Service Agreement
RULES AND REGULATIONS

The following 21 rules and regulations apply to all Mt Lemmon Domestic Water Improvements District “MLDWID” customers:

1. Water service cannot be assigned to others. No one may tap into a line without written permission from MLDWID.
2. A customer conveys to the MLDWID easement to lay its water pipes in and across the customer’s land and grants the MLDWID and its agents the right to enter the customer’s land to inspect, service, repair, and install lines at any time.
3. The MLDWID is responsible for the water line to the meter. Everything on the customer’s side of the meter is the responsibility of the customer.
4. Any customer desiring water must have their dwelling unit inspected (at the option of the MLDWID) before having water turned on.
5. MLDWID reserves the right to refuse service unless customer lines are installed in a proper manner.
6. Customers are responsible for payment of water consumption and water loss regardless of who occupies the dwelling unit.
7. Customers agree to pay the prevailing MLDWID water rates as established by the MLDWID. Bills are due and payable on the 20th of each month. Any payments not received within 60 days from the due date will be assessed a 10% late fee. Ten days following the delinquent date, service may be disconnected. A \$50.00 re-connection fee will be charged for re-connection of service.
8. A new 3/4 x 5/8” meter service connection is a minimum of \$1,500.00 as established by the MLDWID dated July 1, 2023. Other charges may apply per the Tariff Sheet.
9. Customers must abide by the Pima County Plumbing Code when installing new plumbing.
10. All pipe must be new schedule 40 or class 150 PVC. All plastic pipes must be bedded, shaded with sand and have a locator wire or tape.
11. Customers must install a pressure regulator, check valve and shut-off valve on their side of the meter at the meter location. Pressure regulating valves must have an inlet rating of 300 psi or better.
12. Privately owned storage tanks must be approved and inspected periodically. All new tanks must be less than 1000 gallons and must be inspected by MLDWID staff during installation and approved after construction is completed. No tank may be filled without permission from the Board.

Mt Lemmon Domestic Water Improvement District Service Agreement
RULES AND REGULATIONS (Continued)

13. **All customers should shut off water service when leaving their dwelling unit vacant overnight or longer.** If failure to do so results in a water loss, water service will be locked off. Service will not be restored until:
 - a. repairs have been made, and the system has been inspected by an authorized representative of MLDWID
 - b. payment has been received for water used (obtained from a meter reading)
 - c. payment has been received for the labor cost of locating the leak
 - d. and payment has been received for the \$50.00 re-connection fee
14. MLDWID may discontinue service without notice for the following reasons:
 - a. Prevention of fraud or abuse
 - b. Customer's willful disregard of, or refusal to comply with, Rules of the MLDWID
 - c. Emergency repairs
 - d. Insufficiency of supply due to circumstances that are beyond the control of the MLDWID
 - e. Legal processes
 - f. Direction of public authorities
 - g. Strike, riot, fire, flood, accident or any unavoidable cause
 - h. Unauthorized turn-on, resale of water, or providing water to another dwelling unit
 - i. The MLDWID may suspend or refuse service to any customer who tampers with a meter, any other measuring device, or any MLDWID property
15. In the event that any loss or damage to the property of the company, or any accident or injury to persons or property is caused or results from the negligence or wrongful act of the customer, his agents or employees, the cost necessary to effect repairs or replacements shall be paid by the customer to the MLDWID, and any resulting liability shall be the legal responsibility of the customer.
16. MLDWID has the right to use pipe thawing devices in any manner to thaw water lines in a reasonable way.
17. Whenever possible, the customer will be notified of any anticipated interruption of service.
18. MLDWID is not responsible for negligence of third parties or forces beyond the control of the MLDWID resulting in any interruption of service.
19. The customer shall practice water conservation.
 - a. In new construction or when remodeling, the use of ultra-low flow devices is mandatory and requires an inspection by the systems operator for approval.
 - b. Toilets shall be 1.6 gallons or less per flush. We encourage 1.28 gallons.
 - c. Showers shall have a flow of no more than 2 gallons per minute. We encourage 1.75 gallons per minute.
 - d. All other faucets shall have a maximum flow of 3 gallons per minute. We encourage 1.2 gallons per minute.
 - e. Appliances shall be of low water use design.
 - f. All customers are encouraged to assist the MLDWID in conserving water and are respectfully requested to contact the MLDWID if ultra-low flow devices are installed. Non-low flow toilets will be required to use devices to reduce tank water. Contact the Water District for options.

Mt Lemmon Domestic Water Improvement District Service Agreement
RULES AND REGULATIONS (Continued)

20. The customer acknowledges that water shortage occurs when the mountain does not receive enough precipitation to compensate for customer water use. MLDWID enacts water restrictions when water shortages occur. Please visit <https://mtlemmonwater.org> Resources/Curtailment Plan & Stage Explanations and to sign up for alerts.
21. The Owner is the Customer of Record, and no bills will be dispersed to anyone other than the owner.

Please feel free to call our customer service if you have any questions.

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