

**Porter Creek Domestic Water Improvement District
Rules and Regulations**

RESOLUTION 2025-03

Table of Contents

1. 1. Article I. Water Connections and Service Applications
2. 2. Article II. Fees, Charges, and Billing
3. 3. Article III. Responsibilities
4. 4. Article IV. General Provisions
5. 5. Article V. New Developments
6. 6. Attachments: Applications and Agreements

Article I. Water Connections and Service Applications

1. Connections: No person may connect to the District water system without an approved application, payment of all fees, and inspection by the District.
2. Applications: Property Owners must submit a written application and deposit. Service will not be granted if prior accounts are delinquent. Application is located under attachments.
3. Deposits: A deposit up to two months' minimum charge will be required or \$100, whichever is greater. Deposits will be applied to the account after 12 months of service provided if there have been no delinquencies; otherwise, the deposit will be held until 12 consecutive months of timely payments are made. Upon termination of service, deposits will be applied to balanced owed and remainder, if any, will be refunded.
4. Meters: All services require a District-installed meter, paid for by the property owner, at the property line or other agreed location in writing. Meters remain District property. If the agreed location is not in an easement, the property owner expressly agrees to allow District to have unrestricted access.
5. Access: District representatives must have safe access to meters and easements for reading, maintenance, and inspections. Access agreement attached.
6. Construction: All lines must comply with the Uniform Plumbing Code and Arizona Department of Environmental Quality standards. All present connections and those applying to connect to the water system must install a stop and waste valve on the service connection to their property and notify the District of its placement.

Article II. Fees, Charges, and Billing

1. Minimum Charge: Each account is subject to a monthly minimum charge as set in the District rate schedule. Nothing contained in these Rules and Regulations shall be construed to establish or modify water rates, fees, or charges. Such rates, fees, and charges are governed exclusively by the District's Water Rate and Fee Schedule, adopted separately and incorporated herein by reference

2. Billing:

Meters are read around the **15th of each month**. Bills are mailed/emailed immediately after readings are processed. **Failure to receive bills DOES NOT relieve the account from incurring later fees or service disconnection.**

- **Due Date:**

Bills are **due upon receipt** and must be paid no later than the **15th of the following month** (\approx 30 days from meter read).

- **Late Date & Fee:**

Payments not received by the **15th of the following month** are considered **late**. A **late fee** (set in the approved rate schedule) will be applied to the account on the **16th**.

- **Disconnection:**

Accounts that remain unpaid **10 days after the late date** (e.g., the **25th of the following month**) **WILL** have service **disconnection** without further notice.

Service will be restored only after:

- All past-due charges are paid in full
- Any late fees are paid
- A reconnection fee (per rate schedule) is paid

3. Errors: Billing disputes must be submitted in writing before the due date. If service is disconnected for non-payment, reconnection requires full payment of balance and fees.

4. Change of Occupancy: At least ten days' notice is required to discontinue or transfer service. Outstanding charges remain with the person responsible who incurred them.

5. Connection Fees: New service connections require payment of the District's approved connection fee.

Article III. Responsibilities

1. District: The District is responsible for maintaining its system, meters, and main lines. The District will notify property owners by email and website notice of any scheduled interruptions of service. It is not responsible for private plumbing or damage beyond its control.
2. Property Owners: Owners are responsible for plumbing on their property, protection of District equipment, allowing access to the district property, and payment of all charges. The property owner is responsible for all fees associated with any damage that is not at fault of the District or contracted services by the District. These fees will be billed on the normal water bill and be subject to all late fees and service disconnection. Water may not be resold or shared with other properties.
3. Service may be suspended without notice in cases of fraud, theft, tampering, emergency repairs, insufficient supply, or legal orders.

Article IV. General Provisions

1. Variations: Exceptions may be granted by the Board if public interest is required.
2. Severability: If any part of these rules is found unenforceable, the remainder shall remain valid.
3. Enforcement: The District may take legal or administrative action to enforce these rules.

Article V. New Developments

1. Plans: Developers must submit ADEQ-approved plans to the District before construction. The District may review and approve plans for compliance.
2. Deposits: Developers must pay deposits covering plan review and inspection fees. Costs beyond the deposit are the developer's responsibility and must be paid before connection.
3. Inspections: All new lines and facilities must be inspected by the Districts representative before connection.

Attachments

1. Service Application Form
2. Access to Premises Agreement

PASSED AND ADOPTED this 15th day of October, 2025, by the Board of Directors of the Porter Creek Domestic Water Improvement District.

Chairperson Robert Hansen
Secretary Bridget Wood

WATER SERVICE APPLICATION

Porter Creek Domestic Water Improvement District

PO Box 1143

Lakeside, Arizona 85929

(928) 367-6621

Stephanie G. Irwin CPA, Office Manager

Stephanie@sgicpa.com

Owner of Record: _____

Property Owner(s) Name: _____

Mailing Address: _____

SS#: _____

Email address(s)* _____

Home Phone: _____ Cell Phone _____

Establishment of Service Date _____

Initial Meter Reading _____

Service Transfer Fee \$ _____

Security deposit \$ _____

Check Number: _____

Note: Turn-on and shut-off of water within the meter box are to be done by Porter Creek Domestic Water Improvement personnel only. **Water bills will be emailed unless otherwise requested and they are due and payable upon receipt.** They are considered delinquent on the 15th of the month. Our Rules and Regulations are found on our website

www.portercreekwater.com

I Have read and will abide by Porter Creek DWID Resolutions.

Owner Signature: _____ Date: _____

Owner Signature: _____ Date: _____

Office Manager Signature: _____ Date: _____

PORTER CREEK DWID – PROPERTY ACCESS AGREEMENT

Porter Creek Domestic Water Improvement District (DWID) may need to access your property. This helps us keep your water service safe, reliable, and in top condition.

- **Access When Needed:** DWID staff or contractors may enter your property to operate, maintain, inspect, or repair water lines and equipment. This includes but not limited to areas of locked gates and animals
- **Permanent Agreement:** This is ongoing as long as DWID facilities are on your property.
- **Notice:** We'll give you notice before visiting whenever possible. In emergencies, we may need immediate access.
- **Respect for Your Property:** We'll do our best to minimize disruption and restore any areas affected by our work.
- **Safety & Responsibility:** Please avoid interfering with our equipment or work. DWID is not responsible for minor unavoidable impacts during maintenance.
-

Thank you for helping us keep your water service running smoothly!

Property Owner: _____ Date: _____

Property Address: _____

PORTER CREEK DOMESTIC WATER IMPROVEMENT DISTRICT

Navajo County, Arizona

RESOLUTION NO. 2025-04

Adoption of Hardship Payment Policy

WHEREAS, the Porter Creek Domestic Water Improvement District (“District”) recognizes that unforeseen financial hardship may occasionally prevent a property owner from paying their water utility bill in full and on time; and

WHEREAS, the District desires to provide a limited and discretionary process to assist property owners in bringing their accounts current while protecting the financial stability of the District; and

WHEREAS, the Board of Directors finds it in the best interest of the District and its members to establish a hardship payment option available only upon Board approval, and not as a general entitlement;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Porter Creek Domestic Water Improvement District as follows:

1. Hardship Payment Option

- The Board may approve a written hardship payment arrangement for a property owner whose account is delinquent.
- Such arrangement shall require payment of the current bill plus a scheduled repayment of the past-due balance.

2. Eligibility

- The property owner must submit a written request to the Board stating the reason for financial hardship.
- Supporting documentation may be required.
- Only property owners of record may apply.

3. Terms

- Hardship plans shall not exceed **six (6) months** in duration.

- All current bills must be paid in addition to the scheduled repayment.
- Failure to comply with the arrangement will result in immediate disconnection and forfeiture of the plan.

4. Discretionary Nature

- This policy is discretionary and subject to Board approval on a case-by-case basis.
- Nothing in this resolution guarantees that a hardship request will be granted.

5. Confidentiality

- Applications shall be considered in compliance with Arizona Open Meeting Law.
- Approvals or denials will be recorded in the Board minutes, but individual financial details will remain confidential to the extent permitted by law.

PASSED AND ADOPTED this 15th day of October, 2025, by the Board of Directors of the Porter Creek Domestic Water Improvement District.

Chairperson

Robert Hansen

Secretary

Bridget Ward