



## Chandler Heights Citrus Irrigation District

PO Box 9038

Chandler Heights, AZ 85127

P: 480-988-2731 F: 480-988-4015

[www.chcid.org](http://www.chcid.org)

Office Hours: Monday-Friday 9:00 A.M.-5:00 P.M.

### Irrigation Policies and Procedures for 2018 January 01, 2018

**It's that time of year again:** Time to review Irrigation Policies and Procedures. Irrigation service is provided to residents of Chandler Heights Citrus Irrigation District between Wednesday and Sunday every other week throughout the year. Irrigation is a pre-paid account. All water is purchased either through the CHCID website or by maintaining a prepaid account with the CHCID Office. All activity on your residential irrigation account is detailed on a monthly statement. Please contact the office during business hours if you have questions about irrigation or your irrigation account.

Water delivery is scheduled every week by the Zanjeros based upon how much water is ordered and where it will be delivered. Zanjeros do their best to schedule water in a reasonable time frame. During high demand cycles, such as during the summer months, your time may not be what you'd like it to be. Since water orders vary from week to week, Zanjeros have to make a new schedule every week. It is difficult to change the schedule after it has been made. If you have health limitations, please discuss your situation with your Zanjero in advance. It is the customer's responsibility to be home during the scheduled irrigation time. You are encouraged to work with your neighbors to open/close for you if you will not be home during your scheduled time. It is a good idea to use the time on your cell phone or TV to make sure you have the correct time, everyone's clocks can be different. *Time is crucial when you are irrigating.*

#### General Irrigation Procedures and Limitations

- Irrigation alternates between "North" and "South" of San Tan Blvd. One week it is delivered to customers on the North side of San Tan, and the alternate week is delivered to customers on the South Side. Commercial irrigation is scheduled and delivered entirely separate and does not conform to North/South schedules.
- Irrigation signup starts on Wednesday at 1:00 PM and **ends promptly at 9:00 AM Monday**, the week of your irrigation. You may purchase irrigation online or sign up at the CHCID Office if you have a positive balance in your account. If you do not have funds in your *prepaid account*, you will not be scheduled to receive water.
- If payment is made with a check and the check is returned unpaid by the bank on which it is drawn for any reason there will be a \$30 fee charged to your irrigation account. The method of payment to pay for the returned check and the returned check fee must be made by Credit Card or Cash Equivalent (Cashier's Check, Money Order).
- Both, the signup sheet and the website link are removed *promptly at 9:00 AM* on Mondays to allow time for the Zanjeros and staff to organize and schedule irrigation.
- Customers wanting to sign up after 9:00 AM on Monday *must call the office*. If the schedule has not been delivered to the Zanjeros, a \$25 late fee would be applied to be added to the schedule. If the schedule has been delivered to the Zanjeros, no additions to the schedule will be made.
- The irrigation schedule is published on the CHCID website and at the CHCID Office no later than 1:00 pm on Tuesday each week. **It is your responsibility** to check the schedule for your assigned date and time.

- If a customer needs to cancel their irrigation water for that rotation after the schedule has been made, there is a \$25 cancellation fee. Cancelling irrigation less than 24 hours in advance of the time you were scheduled will result in a \$25.00 cancellation fee & payment for the water ordered. This also applies if a resident is not at home or is otherwise unavailable to receive their scheduled irrigation water. All cancellations must be made to the CHCID office.
- There is a 30 minute minimum purchase required to receive irrigation. If your property is not able to hold the minimum requirement, an irrigation account cannot be opened.
- Be sure to **include a current and correct phone number** where you can be reached, especially during your irrigation time in case your Zanjero needs to get in touch with you.
- **No special requests for times or dates will be accommodated.** Water is scheduled according to where and how much is ordered.
- You are responsible to keep your risers in good working order. If your risers leak, it decreases the water delivered to your neighbors. Keep berms built up, watch for and repair gopher holes in order to keep water flowing where you want it and not where you don't (like in the street or a neighboring property). It is also your responsibility to open and close your risers on time. Failing to do so will interfere with all other customers after you on the schedule for that day. It will also cause the water to be wasted.
- Do not close your risers early just because your yard is full. Doing so will result in backpressure that can break your neighbors' risers or damage CHCID owned lines **and/or private lines**. Any expenses incurred will be your responsibility and you will receive a violation letter. If it occurs again, another letter will be sent and penalties will be applied to your account. If you have more water than you need, check if a neighbor can take some water and notify your Zanjero **immediately**.
- Make sure to close your risers when your irrigation time is finished! This is one of the most common reasons we have water going where it was not intended – and the most common problem for people who ordered water and are not receiving what they purchased.
- On occasion it will be necessary for your Zanjero to cancel irrigation. Some examples are: substantial rainfall, power outages or other circumstances that make it unsafe to operate the wells or deliver water. If we have a line break in the system, delays or cancellations may be needed. You will be contacted as quickly as possible of any such delay or cancellation. Sometimes during the winter the demand is so low that it is not reasonable to start the pumps and fill the lines for only one customer. Your Zanjero will work with you to reschedule your irrigation any time a delay or cancellation occurs.

**Failure to comply with the policies and procedures may result in a penalty.  
Please refer to the Schedule of Fees and Penalties.**

As always, we welcome your input and feedback. Please call the office or contact a Board Member at any time if you have comments or ideas for improvement of our services.

South Side: Cruz/Paul 480-797-1132

North Side: Vance/Vince 480-226-2122