



Chandler Heights Citrus Irrigation District
 PO Box 9038
 Chandler Heights AZ 85127
 Office 480.988.2731
 Fax 480.988.4015

chcid@chcid.org

Office Hours – Monday through Friday 9am -1pm

IMPORTANT INFORMATION-CHANGE IN WATER RATES & PAYMENT METHODS

Rate Increases - Effective August 2018

Your CHCID Board of Directors have been grappling with rising costs, infrastructure repair, infrastructure growth and revenue to cover rising costs that have been stagnant since 2010. CHCID is a non-for-profit entity and must rely on revenue collected to supply quality water to all members within the district. The CHCID Board of Directors is finding our reserves alarmingly dwindling and the present income structure unsustainable to meet current demands. Therefore on June 20, 2018 the CHCID Board of Directors voted to increase the base rate of Domestic water by 10% and Irrigation rate changed to the flow rate of each well servicing you. Here is how that breaks down:

➤ **Domestic Water – new rate effective August billing cycle:**

**** Payment must be made prior to 5 pm on the 20th of each month....no grace period. ****

2010-present		New Rate – Aug 2018 cycle	
\$24.94 + tax = \$26.51 for first 3000 gal.	\$3.20 per additional 1000 gal.	\$27.43 + tax=\$29.16 for first 3000 gal.	\$3.52 per additional 1000 gal.

➤ Hydrant base cost will remain the same (\$100 base + tax for first 3000 gal). However, the cost of each additional 1000 gal will increase from \$3.20 to \$3.52, to match domestic.

➤ **Irrigation Water – Rate change effective July 30 2018.**

Irrigation prices have not changed since 2011 when they were reset much lower than the pre-existing prices set in 2009 (which were based on actual cost of water pumped) and equalized the cost to \$20-\$21/hr so everyone was paying the same amount. Although a nice gesture and appreciated by everyone in the District, it seems to have been done without taking into consideration the actual costs of producing and maintaining the water flow. We have all enjoyed that cost reduction for many years without an increase. However, this is not sustainable any longer. The District can no longer subsidize the difference between actual water cost and our current rates. Therefore, the CHCID Board of Directors voted to raise the irrigation cost to reflect the actual cost of the water per acre foot being pumped per well.

This results in a fair price for each well's water production.

New prices as follows:

Irrig. Well	GPM (gal per min)	Hours to pump acre ft.	Price per Hour*
#2	1450	3.74	\$24.40
#7	1500	3.62	\$25.20
#3	1550	3.50	\$26.00
#6	1450	3.74	\$24.40

*** The price per hour can change depending on the GPM of the well.**

New Water Storage Tank

The CHCID Board of Directors has recognized the District has grown and the need for an additional water storage tank to process & treat domestic water is now here. We have outgrown our present tanks and to remain in compliance with ADEQ we need additional water storage space. We are facing the harsh reality of running out of stored domestic water if we have to use that water to fight a fire i.e. hydrant service. Working with the District Engineer, the CHCID Board of Directors has gathered bids and has accepted one to build a 500,000 gallon water storage tank at the CHCID Water District site on Valencia. This will take a few months until fully functional, but will alleviate our growth pains for the present.

Irrigation Policies – Review of Good Irrigation practices and violation procedures

Main Lines / Private Lines – The District is comprised of *main lines* that basically run East/West and *private lines* that stem off the main lines and run thru neighborhoods. CHCID is responsible for the maintenance and water direction in the main lines. The private lines that run through your property are the responsibility of each homeowner both for maintenance and irrigation operation (opening & closing valves on time). The Zanjeros job is to direct the water from the main line to your neighborhood – not to open/close your personal valves.

Violations - The District Office regularly fields complaints regarding irrigation violations. Ideally this should be a neighbor to neighbor resolution by old fashioned talking if valves are not closed (taking your water) or opened on time thus creating an overflow. However, if this does not solve the problem or for those who are repeat offenders, the following steps are in place:

1. **CALL YOUR ZANJERO IMMEDIATELY** to report a problem. They need to be able to come and see the problem. Your Zanjero is very busy and will be there as soon as possible.
2. The Zanjero fills out a report and files it with the office.
 - 1st Violation – Written Violation Warning
 - 2nd Violation – Written Violation Letter & \$25.00 Penalty
 - 3rd Violation – Written Violation Letter & \$50.00 Penalty
 - 4th Violation- Written Violation Letter & \$100.00 Penalty & Suspension of Irrigation privileges

If irrigation privileges are suspended- customer must appear before the Board and show problems have been fixed before privileges will be reinstated.

Violations do not reset annually but do reset 1 year after current violation date if there are no more violations.

South Side Zanjeros (Cruz/Paul) 480-797-1132
North Side Zanjeros (Vance/Randy) 480-226-2122
Emergency – 480-226-8335

Payment Method Changed

We will no longer be using Pay Pal starting July 30, 2018.

There is a new online irrigation signup. Go to chcid.org. At the top of the homepage click on PrePaid Irrigation Signup. You will need to put in your name, phone #, block #, amount of hours, & how you plan to pay. You have 2 payment options - 1. *PrePaid Account* (only use this if you have money in your account) 2. *Charge card on file* (By choosing this option you are authorizing to charge your card on file. Please put the amount you want to add to your account in the notes section). The new online signup is available for use now.

The new online signup will end promptly at 9:00 A.M. on Monday morning. There is a time stamp when you sign up. Any signup after 9:00 A.M. WILL NOT be added to the schedule.

The paper sign-up will still be available outside the office. Please make sure you have money in your account when you sign-up. Methods of payment include: Check, Money Order, Cashier's Check or Credit Card.

Chandler Heights Citrus Irrigation District Board of Directors