

Plain language summary of terms

How do I go about getting water service turned on?

The most important thing is to make application. Even if service it on when you move in, you probably need to have the account transferred to your name. The previous occupant should have requested that service be closed. Unless we know something different, we will continue to bill the old occupant. When those go unpaid, service will be terminated. If you are a renter and believe the landlord is paying for water, you should contact us to confirm this.

What will it cost?

Our rates and fees change from time to time. Please call us at (877) 724-7047 or visit our website at www.beaverdameast.info for a current rate schedule.

As far as what it will cost to get service turned on, that depends on the situation.

If service already exists at the location, there is only a small transfer fee to setup your account.

If this is the first time water will be turned on at your location then there are two possibilities.

Typically, when a subdivision is developed, water lateral is brought to each lot and the service box installed. If this is case, you will be charged a onetime connection fee to cover installation of the meter or other equipment. If a water main or lateral needs to be extended your property, you will need to enter into a main extension agreement with the district. The final cost will depend on the work performed. A capacity fee may also be charged.

Will a deposit be required to start or restore service?

Probably not, however, we may require a deposit if you have had a bankruptcy, obtained service fraudulently or if service was suspended for non-payment.

What do I need to do if I move or sale my property?

Notify us to have service shut off and a final bill issued. You a responsible for all charges until service is terminated or transferred. It is your responsibility to notify us. Don't assume that someone else will take care of it or that we will somehow know what is going on. Without notice or transfer, water service will remain on until terminated for non-payment and, fair warning, we will try to collect

Why might service to my property be suspended or terminated?

There are a variety of reasons your water might to cut-off. The most likely one is for non-payment. Water bills are rendered at the end of each month and are due on the 15th of the next month. When payment for three months service is due, the account is subject to termination. If you are having trouble paying your bills, please contact us. We are willing to work with you on a payment plan you can manage.

An overriding objective of ours is to assure that the water we provide is safe. If we believe that conditions or activities on your property are or might cause harm to other district customers we will act to prevent harm from occurring.

We strive to provide all customers with all the water they should reasonable use. From time to time, conditions such as equipment failure, drought or other causes may mean that we place restrictions on the quantity, timing or type of water use. In fairness to all customers, we will suspend or terminate service to customers who purposefully disregard these restrictions.

What kind of service reliability can I expect?

We strive to have water available to all customers all the time, but equipment does breakdown unexpectedly from time to time or is damaged by others. We do try to minimize the extent and length of those interruptions. Also, we may need to occasionally shut service off to make repairs or do other work. If an interruption is planned, we will try to schedule it at a time to cause the least disruption and give you advance notice.

What do I need to know about my water box?

The service box is an end point in our system. It is where our responsibility ends and yours begins. We need access to it at all times. Please don't bury it, pile stuff on top of it, allow plants to cover it, burn it or drive over it. Most building will have another water shutoff valve somewhere, but you can also shut your water off there if needed. Please let us know if you see water standing in it or persistent mud nearby.

Is this summary all I might need to know about service terms?

No, the full text of our terms of service and service policy spans several pages. Also, our actions are subject to many laws and regulations. This is a simplified summary of what we consider the most important items and the actual terms and conditions may be changed by us at any time. If you desire a full copy, please contact the district office.

How do I contact you or find additional information?

Contact information is listed below. You may include correspondence with your payment, but these are usually not opened to the end of the month so there might be a delay in responding. More information can be found on our website.

Beaver Dam East Domestic Water Improvement District

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www.beaverdameast.info