

Agua Fria Water District
(Name of Service Area)

RULE NO. 6 (continued)
PROVISION OF SERVICE

5. The Commission shall be notified of interruptions in service affecting the entire system or any major division thereof. The interruption of service and cause shall be reported within four (4) hours after the responsible representative of the Company becomes aware of said interruption, by telephone to the Commission, and followed by a written report to the Commission.

E. MINIMUM DELIVERY PRESSURE

The Company shall maintain a minimum standard delivery pressure of twenty (20) pounds per square inch gauge (PSIG) at the customer's meter or point of delivery.

F. CONSTRUCTION STANDARDS

The Company shall construct or cause to be constructed all facilities in accordance with the guidelines established by the Arizona Department of Health Services or its successors, any other governmental agency having jurisdiction thereof, and the Company. Phase construction is acceptable.

G. ELECTION OF RATE SCHEDULES

The Company shall use its best efforts to select the most favorable rate for which the customer is eligible based on available data at the time of application. The Company shall use its best efforts for notifying the customer of the most favorable rate schedule if the class has changed after initial application, and shall not be required to refund the difference in charge under different rate schedules. Upon written application of any material changes in the customer installation, the Company will assist in determining if a change in rate schedule is desirable.

ISSUED: July 1, 2004 EFFECTIVE: July 1, 2004
 Month Day Year Month Day Year
ISSUED BY: David Stephenson, Rate Regulation Manager
19820 N. 7th St., Suite 201, Phoenix, Arizona 85024

Agua Fria Water District
(Name of Service Area)

RULE NO. 8 (continued)
BILLING AND COLLECTION

- c. Billing usage.
- d. Company telephone number.
- e. Customer's name.
- f. Service account number.
- g. Amount due and terms of payment.
- h. Past due amount where appropriate.
- i. Adjustment factor, where applicable.
- j. Privilege, sales or use tax, or any regulatory assessment applicable.
- k. Other approved tariff charges.

C. BILLING TERMS

All bills for services are due and payable when rendered. All bills not paid within fifteen (15) days shall be considered delinquent.

For purposes of this rule, the date a bill is rendered may be evidenced by:

The postmark date.

The mailing date.

All delinquent bills shall be subject to the provisions of the Company's termination procedures.

All payments shall be made at offices of the Company or designated payment stations, or to the address shown on the bill form.

D. APPLICABLE TARIFFS, PREPAYMENT, FAILURE TO RECEIVE, COMMENCEMENT DATE, TAXES

- 1. Each customer shall be billed under the applicable tariff indicated in the customer's application for service.
- 2. The Company shall make provisions for advance payment for services.
- 3. Failure to receive bills or notices that have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
- 4. Charges for service commence when the service is installed and connection made, whether used or not.

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RULE NO. 9 (continued)
TERMINATION OF SERVICE

Failure of the customer to pay a delinquent bill for water service.

Failure to meet or maintain the Company's credit and deposit requirements.

Failure of the customer to provide the Company reasonable access to its equipment and property.

Customer breach of a written contract for service between the Company and customer.

When necessary for the Company to comply with an order of any governmental agency having such jurisdiction.

The Company may terminate water service to effect sewer service termination when it provides both services to the same customer upon the same premises.

The Company shall maintain a record of all terminations of service with notice. This record shall be maintained for one (1) year and be available for Commission inspection.

D. TERMINATION NOTICE REQUIREMENTS

1. The Company shall not terminate service to any of its customers without providing advance written notice to the customer of the Company's intent to disconnect service, except under those conditions specified where advance written notice is not required.
2. Such advance written notice shall contain, at a minimum, the following information:
 - a. The name of the person whose service is to be terminated and the address where service is being rendered.
 - b. The Commission rule or regulation that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of this District, if applicable.
 - c. The date on or after which service may be terminated.
 - d. A statement advising the customer to contact the Company at a specific address or phone number for information regarding any deferred payment or other procedures which the Company may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service.
 - e. A statement advising the customer that the Company's stated reason for the termination of service may be disputed by contacting the Company at a specified address and phone number, advising the Company of the dispute and making arrangements to discuss the cause for termination with a reasonable employee of the Company in advance of the scheduled date of termination. The responsible employee shall be empowered to resolve the dispute and the Company shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his right to file a complaint with the Commission.

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Rule No. 11

Reserved

ISSUED:

July 1, 2004

EFFECTIVE:

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Month Day Year

ISSUED BY:

David Stephenson, Rate Regulation Manager

19820 N. 7th St., Suite 201, Phoenix, Arizona 85024

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