

# Valley Utilities Water Co., Inc.

6808 North Dysart Road, Suite 112  
Glendale, AZ 85307

[ValleyUtilities@VUWCO.com](mailto:ValleyUtilities@VUWCO.com)  
[www.VUWCO.com](http://www.VUWCO.com)

Office (623) 935-1100  
Fax (623) 935-7321

## METER INSTALLATION/SERVICE REQUEST & AGREEMENT

Customer Name(S)/		Spouse /Other Name	
Service Address (Street Address/Subdivision)		Lot #	Email Address
City	Zip Code	Home Phone Number	Cell Phone Number
Mailing Address (If different)	City, State	Zip Code	
Employer's Name		Employer's Phone Number	
Spouse/Other Employer's Name		Spouse/Other Employer's Phone Number	

Do you?    Own    Rent    Listing Agent

### AGREEMENT

*I agree to read and understand fully the following conditions of service prior to the establishment of utilities by Valley Utilities Water Company. Customer failure to comply with the following conditions of service shall be cause for immediate termination of service.*

- Customer shall not tamper with the Company's shut-off valve, meter or meter box. The cost of repair for any damage done to the company's equipment will be charged to the customer of record regardless of who or how the damage was done.
- Customer shall provide a shut-off valve no closer than 18 inches of the Company's meter on the customer's side.
- Customer shall not, in any way, obstruct the Company's access to the meter. No meter box shall be surrounded by concrete driveways or other permanent structures which shall limit the Company's access to the meter for reading or repair.
- The customer will be billed at the prevailing rate for replacement or repair of meter boxes or meters removed, disturbed or damaged by construction activities.
- The customer shall pay for all water costs during the period of construction.
- Refundable advance of the meter fee will be repaid to the customer of record by an annual credit of 1/10 of the tariff amount paid for meter on the November water bill.
- Payments must be made by close of business on due date to avoid any late penalties.
- Security deposit will be credited to the account upon 12 consecutive months of no late payments or returned checks/eChecks.
- Service will be discontinued for nonpayment as stated on the "Past Due" bill. To reinstate service the appropriate reconnect fees and additional security deposit will be required.
- For your convenience there is a payment drop box available. Valley Utilities is not responsible for lost or stolen payments.
- Past due bills or final bills not paid within 60 days of the due date will be turned over to a licensed Collection Agency. This will incur additional costs including but not limited to collection agency fees, attorney's fee and court costs.
- Any customer who desires to disconnect the use of services will be required to complete a "Termination of Service" request form at least three (3) business days in advance of intended termination.
- Have you had prior services with Valley Utilities? If yes, what location \_\_\_\_\_

Signature of this agreement serves to request a \_\_\_\_\_" size meter for  Residential  Commercial use to be installed and/or to establish service at the service address stated above.

*Under penalties of perjury, I declare to the best of my knowledge and belief, the information stated above is true, correct and complete.*

Signed \_\_\_\_\_ Date \_\_\_\_\_  
Print \_\_\_\_\_  
S.S. # \_\_\_\_\_ Spouse/Other S.S. # \_\_\_\_\_

<b>For Office Use Only</b>	
Service Start Date _____	Account # _____
Water Deposit \$ _____	Establishment Fee \$ _____ Date Paid _____
Cash _____	Check _____ Money Order _____ Credit Card _____
Meter # _____	Fact I.D. # _____ Initials _____ Work Order _____



VALLEY  
UTILITIES  
WATER CO. INC.

**Office Hours:**

Tuesday – Friday 8:00 a.m. to 4:00 p.m.

Office closed 11:30 a.m. to 12:30 p.m.

As a new customer of Valley Utilities Water Co., Inc. we want you to know what to expect from the Company and what the Company requires from you, our valued customer.

1. We bill the first week of each month. The bill is in the form of a perforated postcard and is to be torn with the left and smallest side to remain with you and the larger right side to be tendered with your payment. If you would prefer to instead receive an email notification to download your bill, you can sign up for eBill by creating an account on our website at [www.vuwco.com](http://www.vuwco.com) and clicking on My Account.
2. We offer a wide variety of convenient payment options for our customers. Simply choose the option that best suits your needs.

**Payment by Mail**

You can mail a check or money order along with the right side of your bill to our office at:

Valley Utilities Water Co., Inc.  
6808 N. Dysart Rd., Suite 112  
Glendale, AZ 85307

**Payment Drop Box**

You may pay your bill using our payment drop box. The white drive-up drop box is located in front of Suite 104 in the parking lot at our office complex and is available 24/7. We accept only check or money orders in the drop box. No cash please. Please be sure to use an envelope and include the right side of your bill. If you do not have the right side of your bill, please put your name, account number and address on your envelope to ensure accurate processing of your payment.

**Online Bill Pay via your Financial Institution**

Most major banks offer their customers the ability to pay their bills via an online bill payment service (through your bank's website). Normally, these services debit the customer's checking or savings account and mail a check directly to our office. Depending on the financial institution, they may or may not charge a fee for the service. Payments may take up to seven business days to reach our office. Please consult with your bank for more information.



# VALLEY UTILITIES WATER CO. INC.

## Online Bill Pay

We accept Visa, MasterCard, American Express, Discover, and eCheck payments on our website by going to [www.vuwco.com](http://www.vuwco.com) and clicking on My Account. You will need to create an online profile using your account number and zip code. Once you have registered, you will be able to see your current and historical bills, check your balance and make payments. There is an additional \$3.00 convenience fee per transaction payable to a merchant services provider (MSP) for this service. There is a maximum amount that can be paid within any 28-day period of \$500 for credit/debit cards and \$10,000 for eChecks.

## Payment by Phone

You may call our automated phone payment system at (623) 243-9217 to pay your bill with a credit/debit card or eCheck. You must have your account number to use this service. There is an additional \$3.00 convenience fee per transaction payable to a merchant services provider (MSP) for this service. There is a maximum amount that can be paid within any 28-day period of \$500 for credit/debit cards and \$10,000 for eChecks.

## Payment at Office

You may pay your bill in person at our office during regular business hours. We accept cash, check, money orders, Visa, MasterCard, Discover, and American Express. When paying via credit/debit cards, there is an additional \$3.00 convenience fee per transaction payable to a merchant services provider. There is a maximum amount that can be paid within any 28-day period of \$500 for credit/debit cards.

- Your bill is always due on the 20<sup>th</sup> day of each month. If your payment is not completed or received in the office by the due date, a \$10.00 penalty will be assessed to your account balance and a "PAST DUE" bill will be mailed (or emailed via eBill) to you. This "PAST DUE" bill also serves as your service disconnect notice. If your payment is not received by the date and time stated on the "PAST DUE" bill, then service will be disconnected for non-payment. Once service is disconnected, there is an applicable \$40.00 reconnect fee plus sales tax. If service reconnection is requested after regular business hours, there is an additional \$40.00 after hours charge plus sales tax is applicable. Your past due balance must also be paid in full or payment arrangements made before service can be restored.**
- The security deposit is refundable in one year, providing you have not been assessed any late fees or had any returned checks or eChecks. Security deposit refunds will be processed as a credit to your account. VUWCO applies 6% A.P.R. interest on the security deposit as an annual credit to the customer account.**
- If you have any questions about your water pressure, water quality or you are aware of any water leaks, please call our office.**



VALLEY  
UTILITIES  
WATER CO. INC.

Conservation

- 1. The Arizona Department of Water Resources has mandated that a finite amount of water may be provided to our customers. This amount is the permitted amount by well. The Department establishes the permitted amount at the time that a well permit is granted. The maximum amount of water that we are allowed to pump annually, without penalty, is arrived at by adding all of the permitted wells together. If we pump more than that amount, we are in violation of the Department's mandated goal and are subject to costs and penalties that can range from small amounts to \$10,000.00 per day. These costs may be passed along to our customers as we are required to provide as much water as a customer is willing to purchase. So please, be water wise and do yourself and your neighbors a favor, if water is running down the street let someone know. Let's all do a block watch for wasting water.**
- 2. Water Conservation is something everyone needs to practice. Water is too precious to waste. On your quarterly billings, there will be some useful facts or simple suggestions that will help you to conserve our natural resource. Also, we have available a list of low water use plants that will help in landscaping your home so it will be beautiful as well as water efficient. You may also get ideas for your indoor water use, in order to lower your consumption, from your local plumbing supplier or contractor. Conserving water saves you MONEY!**
- 3. Please visit our website [www.vuwco.com](http://www.vuwco.com) for conservation information or contact Valley Utilities Water Co., Inc. for any questions you may have regarding ideas on how to save water. We're here to help you and we strongly encourage water conservation. Remember, use all the water you need but - Don't Waste A Drop.**

ACCOUNT NUMBER	DATE BILL MAILED
PRESENT READING	SERVICE FROM
PREVIOUS READING	SERVICE TO
UNITS USED	DAYS USED
DESCRIPTION	AMOUNT
CURRENT BILL DUE DATE	AMOUNT DUE BY DUE DATE
<b>AMOUNT DUE AFTER DUE DATE</b> 	

RETURN THIS STUB WITH PAYMENT TO:  
**VALLEY UTILITIES WATER CO., INC.**  
 6808 N. DYSART ROAD, SUITE 112  
 GLENDALE, AZ 85307  
 (623) 935-1100

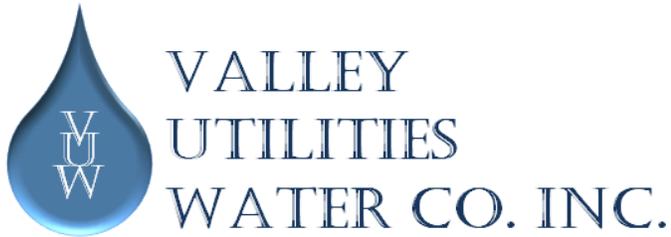
PRESORTED  
 FIRST CLASS MAIL  
 U.S. POSTAGE PAID  
 LITCHFIELD PARK, AZ  
 PERMIT #701

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE AFTER DUE DATE	AMOUNT DUE BY DUE DATE

RETURN SERVICE REQUESTED

SERVICE ADDRESS:

KEEP THIS STUB  
 FOR YOUR RECORDS



Attention New Customer,

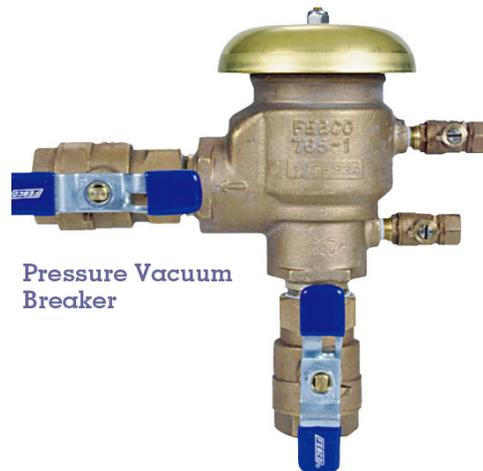
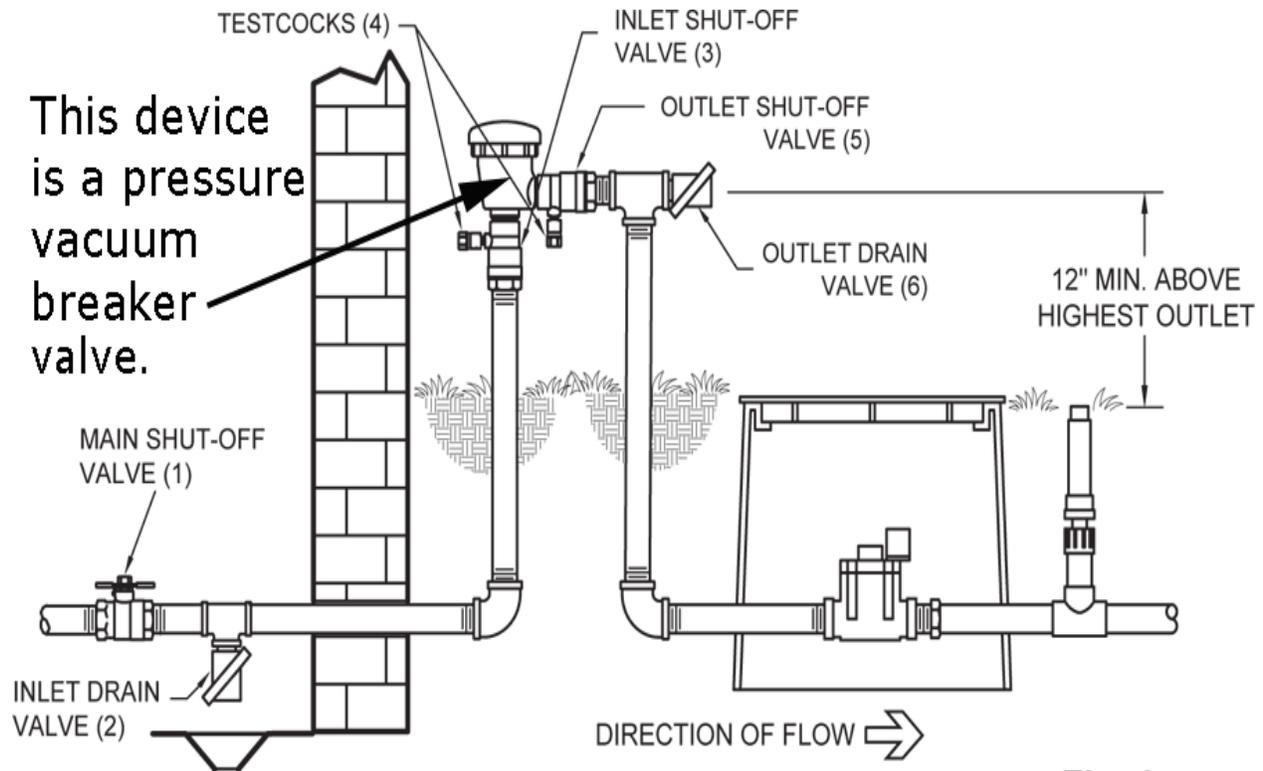
It is our desire to serve you with quality, safe drinking water. In order to keep our water system and your home's plumbing safe, we require a testable backflow prevention device to be used at each home or business where potential contamination could occur. We are **requiring**, at a minimum, the use of a testable pressure vacuum breaker backflow device on all homes or businesses that have an irrigation system. Automatic pool fillers, animal waterers or any other potential cross contamination may require a higher quality backflow prevention device, solely at the discretion of the Company. See pressure vacuum breaker assembly installation detail and photo on the following page. If you have any questions, please contact us. We thank you for your cooperation.

*(Arizona Administrative Code-Title 18, Ch. 4, Article R18-4-115)*

Please visit our website at [www.vuwco.com](http://www.vuwco.com) for water quality information.

## PRESSURE VACUUM BREAKER ASSEMBLY INSTALLATION DETAIL:

A correct Pressure Vacuum Breaker Assembly (PVB) installation is shown below. There shall not be any connections on the service line between the PVB and the water meter. Proactive cages are optional and when installed shall meet clearance requirements in addition to providing both side and top access. Cages shall allow for proper drainage and shall retain water. The assembly shall be accessible at all times. The PVB shall be installed outside, above ground, and as close to the water meter as possible. When backflow occurs, water will exit from the assembly. A PBV may be maintained under pressure by a shut-off valve or valves downstream. But, there shall not be any means whatsoever of imposing pressure by pump or other means.



## Notice in response to EPA Drinking Water Health Advisories for PFOA and PFOS

In May 2016, the Environmental Protection Agency (EPA) dropped the health advisory levels for Perfluorooctanoic Acid (PFOA) and Perfluorooctane Sulfonate (PFOS) in drinking water from 400 parts per trillion (ppt) and 200 ppt, respectively, to a blended concentration of 70 ppt. These are not regulated chemicals. PFOA and PFOS have been used to make carpets, clothing, food packaging, cookware, and used for firefighting at airfields. Most people are exposed to these chemicals through food and consumer products. Drinking water can be an additional exposure source in a small percentage of communities where PFOA and PFOS have entered water supplies.

Recently, the EPA sampled area wells and found these chemicals in concentrations above the new advisory limits. Although Valley Utilities Water Co., Inc. (VUWCO) did not contribute to the PFOA and PFOS chemicals infiltrating the drinking water supplies, VUWCO is conducting regular sampling and analysis of our water sources to ensure that customers continue to receive drinking water that is in compliance with applicable health and environmental regulations.

VUWCO is notifying its customers that the new health advisory levels are calculated to make the public aware of potential adverse effects on the most sensitive populations; fetuses during pregnancy, breastfed infants, and people with immunity issues. Though no harm is imminent, sensitive populations may seek an alternative water source with PFOA and PFOS levels below 70 ppt. Parents with formula-fed infants should consider using formula that does not require adding water or using an alternative source for infant consumption.

VUWCO is working with state and federal officials as well as other affected water providers to find a long-term solution regarding PFOA and PFOS. To the extent that you would like more information regarding these chemicals, their health effects, or the basis for the EPA's actions, the EPA's health advisory can be found on their website, see below:

<https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>