

Chandler Heights Citrus Irrigation District

PO Box 9038

Chandler Heights AZ 85127

Office 480.988.2731

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chcid@chcid.org

Office Hours – Monday through Friday 9am -5pm

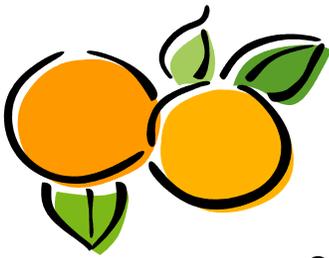
Irrigation Policies and Procedures for 2015 June 15, 2015

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 every other week throughout the year. All water is purchased either through the CHCID website or by maintaining a prepaid account with the District Office. All activity on your residential irrigation account is detailed on a monthly statement. Please contact the Office at any time 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. Irrigation water is delivered to residences between Wednesday and Sunday each week. Zanjeros do their best to schedule water in a reasonable time frame, but 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, your Zanjero has to make a new schedule every week. Every effort is made to inconvenience as few people as possible, as infrequently as possible. If you have health limitations, please discuss your situation with your Zanjero in advance. You are encouraged to work with your neighbors or hire someone to cover for you if no one can be home to take water when it is scheduled for you.

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 separately and does not conform to north/south schedules.
- Sign up for irrigation **no later than 9:00am Monday**, the week of your irrigation. You may purchase irrigation on line or sign up at the District 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.
- There is a 30 minute minimum purchase required to receive irrigation.
- Be sure to **include a phone number** where you can be reached before or during your irrigation time in case your Zanjero needs to get in touch with you.
- If you order water, it is your responsibility to be present or have someone available to receive water when it is scheduled for you.
- **No special times or dates will be accommodated.** Our Zanjeros work around the clock during the summer months as it is. We cannot further burden them with special requests.
- The signup sheet is removed and the website link is disabled promptly at 9:00 AM on Mondays to allow time for staff to compile and schedule irrigation.



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- The Zanjeros and Office Staff compile web orders with the sign up board orders, schedule the water, type and publish the schedule in just over 24 hours every single week.
- The irrigation schedule is published on the CHCID website and at the District 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.
- 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).
- 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 District-owned lines. If you have more water than you need, see if a neighbor can take some water and notify your Zanjero.
- 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. For example, if we have substantial rainfall, power outage or other circumstance that makes it unsafe to operate the wells or deliver water, or 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.

Remember, it is your responsibility to open and close your risers on time. Please be considerate of your neighbors. If you are late, you inconvenience everyone after you on the schedule for that day. If you are late either opening or closing, the water will go somewhere with unintended consequences: flowing down the street or overflowing from one of the candy canes you see around the District. We must all work together to keep irrigation flowing smoothly.

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