



Chandler Heights Citrus Irrigation District

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Irrigation Policies and Procedures for 2016

March 30, 2016

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.
- 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.
- Customers trying to sign up later than 9:00 A.M. on Monday, must pay a \$25 fee to be allowed to sign-up. Once the water orders have been delivered to the Zanjeros to compile the schedule, no further requests for water are accepted.
- The Zanjeros and the office staff compile web orders with the sign-up board orders, schedule the water, record and publish the schedule in just over 24 hours every single week.
- Also if a customer tries to cancel their irrigation water for that rotation after the schedule has been made, there is a \$25 cancellation fee. Cancelling irrigation less than 24 hours in advance of the time you were scheduled will result in forfeit of payment for the time cancelled as well as the \$25 fee. This also applies if a resident is not at home or is otherwise unavailable to receive their scheduled irrigation water. All cancellations must be made to the CHCID office.
- There is a 30 minute minimum purchase required to receive irrigation.
- Be sure to **include a current and correct 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 payment is made with a check and the check is returned unpaid by the bank on which it is drawn for any reason there will be a \$30 fee charged to your irrigation account. The method of payment to pay for the returned check and the returned check fee must be made by Credit Card or Cash Equivalent (Cashier's Check, Money Order).
- 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 requests for times or dates will be accommodated.** Water is scheduled according to where and how much is ordered.
- 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). It is also your responsibility to open and close your risers on time. Failing to do so will interfere with all other customers after you on the schedule for that day. It will also cause the water to be wasted.
- 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 *and/or private lines*. Any expenses incurred will be your responsibility and you will receive a warning letter. If it occurs again, another letter will be sent and a penalty charged to your account. 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.

Failure to comply to the policies and procedures may result in a penalty:

1st time offenders will receive only a violation warning letter.

2nd time offenders will receive a violation letter as well as a \$25.00 penalty charge.

3rd time offenders will receive a violation letter as well as a \$50.00 penalty charge.

4th time offenders will be suspended from irrigation privileges and will receive a \$100.00 penalty charge and must appear before the CHCID Board of Directors and show to the board that they have remedied all violations received up to that point.

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. .