

## **New Policy Adopted by Forest Lakes DWID**

This last winter 2010 has been very busy for the Water District. Since December the staff has been working continuously to turn-off **52** customers with major leaks. Our water system has proven to be of much help in determining and locating large leaks. This requires the staff to drive the whole subdivision to locate the leaks. You should know that when we say we have turned-off the water. That process can take anywhere from 3 or 4 hours or up to several days to locate the district valve under all the snow being careful not to disturb electric or phone lines. Because of **all** the leaks that have happened the District will offer a new Winter Turn-off Service starting next winter.

The Water District will turn-off your water at the District Valve for the winter if requested before November 1<sup>st</sup> and will not turn it on until after April 30<sup>th</sup>. At that time there will be a \$25.00 fee added to your bill, this is in place of the normal turn-off and turn-on fees of \$50.00 each. The time line for turn-off and on is in line with Coconino County restrictions on construction in the right of way during winter. The District is asking that these turn-off and turn-on requests be during the normal work hours, which are 8:00 AM through 3:00 PM Monday through Friday.

If this is a service you would be interested in, you must **submit the "Request for Winter Turn-off" form in writing** to the Water District, which will be available upon request from the office or downloaded from our Web Site [www.fldwid.org](http://www.fldwid.org). In the Spring you will have to **submit in writing a "Request for Winter Turn-On"**, forms will be available at the office or on the Web Site.

**The District is strongly recommending that at the time of turn-on the customers be present. This is in case a water line has broken during the winter.** PURSUANT TO FOREST LAKES D.W.I.D. RULES AND REGULATIONS, ARTICLE VI, SECTION 1, A: THE WATER DISTRICT DOES NOT ASSUME THE RESPONSIBILITY OF INSPECTING THE CONSUMER'S PIPING OR APPARATUS AND WILL NOT BE RESPONSIBLE FOR ANY PROBLEM OR DAMAGE DUE TO IMPROPER INSTALLATION OR MAINTENANCE OF PIPING OR APPARATUS.

**Only Water District Personnel are allowed to turn-off and on district property.** Please be advised by our Rules and Regulations ARTICLE VI, SECTION 2, H-

9: THE WATER DISTRICT MAY SUSPEND THE SERVICE OF, OR REFUSE SERVICE TO,  
ANY CONSUMER WHO TAMPERS WITH THE PROPERTY OF THE WATER DISTRICT.