

Dear Customer:

Why is there a burgeoning use of bottled water and home treatment devices when U.S. citizens are enjoying some of the highest quality drinking water in the world? It is my personal belief that the better informed customer should expect that safe, drinkable water shall flow from his household tap. At the same time, we at Big Park Water Company must insure that our customers receive the highest value to which they are entitled.

This booklet is one of our many special efforts to make sure Big Park Water Company continues to provide you with the highest quality and most up-to-date utility service possible. It contains information on measures the customer can take within the home to prevent excess water consumption and to minimize water quality problems. We feel this information can only help us serve you better.

Should you have any questions about our service, our efforts to protect the environment, or any other water matter we might help you with, please feel free to call us. That's why we're here.

Most sincerely,

Steve Gudovic
President
BIG PARK WATER COMPANY



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WATER QUALITY

Recently there has been a lot of media coverage questioning the quality of public drinking water supplies throughout the country. Though there may be concerns about water quality in some systems in the country, these are the exceptions. Most public water suppliers, including Big Park Water Company (BPWC) are in compliance with state and federal water quality standards, providing high quality water to their customers. We are also proud to let you know that we do not add any chemicals to our water (i.e., chlorine) for two basic reasons: (A) the quality of our water is excellent and (B) we keep our water distribution system clean of any coliform bacteria, mineral sediment, etc.

BPWC, through independent private, state certified laboratories, conducts hundreds of water quality tests annually covering over 100 potential pollutants. These tests are routinely reported to the Arizona Department of Environmental Quality officials to ensure the results are in compliance with all state and federal water quality standards.

Should you wish to learn more about your drinking water, a chemical analysis of our water is available to our customers for review. To obtain a copy of our Consumer Confidence Report Please refer to the Water Quality link on our website or stop by our office.

HARD WATER - SOFT WATER

The most common questions asked by customers are:

- (a) What is the hardness of my water?
- (b) Do I need a softener/filtration unit?
- (c) Shall I start buying bottled water?

Calcium and magnesium are the two most common contributors to hard water. The U.S. Geological Survey defines hardness by measuring the amount of calcium carbonate in water in parts per million (ppm) with 60 ppm (or 3.5 grains) being the upper limit for soft water.

By and large, water that comes from lakes and rivers tends to be softer than water from groundwater wells which has been exposed to various layers of rock. BPWC has an average hardness of 130-140 ppm or 7.6-8.2 grains. Public acceptance of hardness/softness varies considerably from community to community. It's a highly subjective definition and depends on an individual's preference.

In our opinion, it is not necessary for our customers to install a softener or filtration unit and/or to drink bottled water, except if required by a medical doctor. Of course, this issue is a matter of individual preference and in many cases power of perseverance by others.

WATER SERVICE

EQUIPMENT AND SERVICE LINES

Customer's Responsibilities

- The Customer owns and is responsible for maintenance of the service line from the meter box to the property line into the home.
- The Customer owns and is responsible for the maintenance of all interior home plumbing including the "shut off" valve and the pressure regulator. In most cases these are located just outside of the meter box on the Customer's side of the service line.
- The Customer should not tamper with the meter box or meter installation, nor obstruct, bury, or fill the meter box. Problems resulting from natural causes, such as ground settlement will be corrected by BPWC at its expense. If the Customer is aware of such a problem, he or she should notify BPWC.

BPWC's Responsibilities

- BPWC owns and is responsible for maintaining the service line (including the meter and meter box installation) from the water main line in the street to the meter box.
- BPWC owns and is responsible for the installation of all meters, with the exception of privately owned detector check devices and/or fire service line meters.

BACKFLOW AND CROSS-CONNECTION PREVENTION REQUIREMENTS

Depending on the nature of the water service provided to the customer, BPWC may require that the customer install an approved back-flow prevention device to prevent reverse flow (backflow) and cross-connection from the customer's premises to the utility water supply. This is a requirement imposed by the Arizona Department of Water Quality (ADEQ) on all water suppliers and is necessary to avoid possible contamination of the public water supply and for the protection of the public health.

All customers applying for a new meter installation will be required to complete a "backflow questionnaire". Depending upon your answers to this questionnaire, you may be required to install, at your expense, an approved back-flow device. As a general rule, residences will not need backflow devices, while commercial establishments will be required to install a backflow system. Some reasons indicating the need for backflow prevention are: having a fire protection system using additives; irrigation system using chemicals; solar heating system, swimming pool or a septic system. This is not an all inclusive list. We will make a determination as to whether you need a backflow preventer on a case-by-case basis.

If you are required to have a backflow device installed, your responsibility will be to have it tested by a certified backflow tester (we can supply you with a list of

certified testers) within 30 days after installation and that the device pass such inspection. It is also a requirement that you test the device on an annual basis and forward the test results to us. Failure to comply with these requirements will result in the termination of your water service by BPWC as approved by the Arizona Corporation Commission.

WATER SUPPLY AND MAIN FLUSHING

WATER SUPPLY

Groundwater is our source of supply for service areas located within the Village of Oak Creek (Village).

Water supplied to our customers is pumped from wells that tap deep, underground water bearing formation known as an “aquifer”. The wells are drilled up to 800 ft. depth with the static water table approximately 400 ft. below the surface. In northern Arizona, water from these underground sources contains a small amount of naturally occurring minerals and can be described as the calcium magnesium bicarbonate type.

Periodically, we flush our water mains to remove mineral sediment. The flushing process reduces the possibility of discolored water and improves general appearance of the water.

Although BPWC undertakes the use of reasonable care and diligence to provide a constant supply of water at a reasonable pressure, service may be interrupted at times as the result of unanticipated emergencies or scheduled maintenance repairs. When the supply of water is to be temporarily shut off for repair purposes, BPWC, when practical, attempts to give advance notice to all customers who will be affected, stating the probable duration of the interruption of service.

LOW WATER PRESSURE

The BPWC system can be called a “high pressure water system”. This is due to the general topography of the Village of Oak Creek (Village) whereby the ground is sloped from north to south. In order to keep more or less uniform pressure throughout the Village, BPWC’s distribution system is divided into five (5) pressure zones. In general, the pressure in the distribution system is in the range of 40-90 psi, with lower ranges in the northern section of the system and higher ranges in the southern section of the system.

PRESSURE REGULATOR

Most of the homes in the Village are equipped with pressure regulators. From our experience this can be a major cause of low pressure problems. We have discovered that most of our customers are not aware that they have pressure regulators connected to their water service line. Pressure regulators are

generally located just outside of the meter box and are the property of the customer. A simple adjustment of the screw at the top of the pressure regulator can increase or decrease the pressure at the customer's premises.

CLOGGED FAUCET AERATOR SCREENS

Many faucets have aerator attachments which screw on and off the top of the faucet. The screen on the bottom portion of the aerator is designed to filter out sediment. A simple cleaning of the screen usually corrects the problem. Replacement screens are available for a nominal cost at most hardware stores.

CLOGGED RESIN OR FILTER BED OF WATER SOFTENER

If the resin or filter bed of a water softening unit is not cleaned, low water pressure may result. In addition, water softening unit bypass valves occasionally malfunction, restricting the flow of water through the unit. Specific instructions regarding maintenance should be obtained from individual manufacturers of such units or from a qualified plumber.

OBSTRUCTION OF PLUMBING FACILITIES

Older homes often have galvanized plumbing, which is more likely to become obstructed with mineral deposits. Correcting this problem usually requires the assistance of a certified plumber.

Should you encounter low water pressure situations you feel are not caused by internal plumbing problems, call our office for assistance. One of our operators will check our distribution system for potential problems and inform you if the problem is in our system or within your internal plumbing.

AIR IN WATER

Water that is "milky" or white in appearance contains air. Most people conclude that noise in the pipes is a result of air in the pipes. Usually, noise is not due to air in the pipes but rather to some other cause, such as a bad faucet washer.

"Milky" water is usually due to air bubbles in the water or zinc dissolved from galvanized household piping. The sources and causes of air in the water and "milky" water can be divided into two groups: (a) distribution system, or (b) private plumbing system.

(a) Distribution System

MAIN BREAK

Air bubbles may be present in the water after there has been a main break. Water absorbs air especially at higher water pressure. When water containing entrapped air is drawn from a faucet, the pressure is decreased and air bubbles are released giving the water a "milky" appearance.

TEMPERATURE CHANGE

Cold water holds a greater amount of air in solution than does warm water. Therefore, when cold water is saturated with air that is warmer, the air is released in the form of small air bubbles which gives the water a “milky” or carbonated appearance.

(b) Private Plumbing System

OVERHEATING HOT WATER SYSTEM

Overheating of the hot water system occurs when the hot water tank fails to operate properly or when the thermostat is set at an excessive temperature above 150° F.

Water releases air bubbles when it is heated. For this reason, hot water almost always contains some air bubbles. It is especially noticeable in the winter and in the first water drawn from a hot water tank after the tank has been idle over night.

DISCOLORED WATER

If discolored water problems are encountered, the Customer should first attempt to determine whether the problem is internal (within the home plumbing only). If this is the case, discharge from only one faucet may be affected.

INTERNAL CAUSES OF DISCOLORED WATER

Hot water heaters are a major source of discolored water. Mineral sediment often appears when large amounts of hot water are used – such as during laundry or bathing – causing discolored water.

Temperature settings of hot water heaters should not exceed 150° F. High temperatures increase the amount of mineral sediment that naturally accumulates in the bottom of the tank. If sediment is built up in the tank, it takes longer to heat the water and, therefore, costs Customers more money.

Sediment can be removed from the water heater by thoroughly flushing the unit at least once every two to three months using the following procedure:

1. Attach a short length of garden hose to the faucet at the bottom of the tank.
2. Route the hose to a drain or outdoors.
3. Open the faucet completely.
4. Flush the tank until the water is clear.

The drain faucet must be open completely. Flushing is not effective unless a high velocity of flow is maintained for a few minutes.

Conventional Ion-exchange water softeners, if well maintained, will remove any dissolved iron which is present in the water supply. Early and frequent regeneration of the softener is important. A poorly maintained softener, however, can contribute to “red water” problems. Some iron may become deposited in the bed, a gradual loss of softening capacity may be noted, and periodically “slugs” or iron may appear in the softened water. Commercial cleaners such as Rover, Rust-Raze, Iron Out, etc. specifically designed to clean sediment from softener units, are available at hardware stores. Some softener companies can provide special filters for the intake side of the softener that are designed to remove much of the iron prior to it ever reaching the softener.

Galvanized plumbing in older homes occasionally causes discolored water due to natural deterioration of the pipes. This type of problem normally requires the assistance of a certified plumber.

Standing Water – If you have been away from home for a week or longer and when you return and draw water from the tap for the first time, it may be discolored. This may be the result of standing water in the pipes dissolving pipe scale material. Much of this material can be flushed out by opening several faucets within the residence.

If you should encounter a discolored water problem which you feel is not due to internal plumbing problems, call us for additional information.

TASTE AND ODOR

Water Companies that use wells as their source of supply, such as BPWC, typically receive very few inquiries about taste and odor problems because the groundwater, unlike lake or river water, contains very few organic substances.

The few inquiries that are received frequently involve a “rotten egg” type of odor, which usually indicates the presence of hydrogen sulfide. This odor typically originates in hot water tanks. Anode rods are installed in hot water tanks to prevent corrosion of the inside of the tank. However, with the arrival of glass lined tanks, corrosion is much less of a problem than in years past. Many customers who have removed the anode rod from their hot water tanks have found that this solution solves the “rotten egg” odor problem and have not reported to us any corrosion related problems with their hot water tanks. Before removing the anode rod from your hot water tank, it is suggested that you review the guarantee on the tank or that you talk to people who supplied the tank to determine what problems, if any, might be incurred if the rod is removed.

This statement is not a recommendation for general removal of anode rods, but is only a suggestion if a “rotten egg” odor problem exists. To date, BPWC is not aware of any Customer problems related to anode rod removal; however, the Customer removes the rod at their own risk.

WATER USAGE and LEAKS

Customer Responsibility

The Customer is liable for all water which is registered on the meter, regardless of whether it is used or wasted (see ACC Rule R14-2-408.B.1).

BPWC's Responsibility

Although BPWC is *not* required to assist and advise the Customer with regard to the detection of interior plumbing leaks, we do it as a courtesy to our Customers whenever possible. However, if you know of, or can readily detect a leak, please call your plumber directly. Our personnel are not permitted to repair leaks.

STARTLING STATISTICS

- A normal faucet runs at the rate of 3-5 gallons a minute. In one hour, 300 gallons of water can be wasted.
- Unrestricted shower heads run at 5-10 gallons per minute.
- A 5-minute shower uses between 25-40 gallons of water.
- A bath tub filled ½ full takes about 50 gallons of water.
- One toilet flushing requires 5-7 gallons of water.
- Normal dishwasher loads required at least 15 gallons of water.
- Each load of laundry normally requires 50 gallons or more of water.

IDENTIFICATION AND PREVENTION OF LEAKS

Leaky plumbing is the biggest household water waster. A leaking faucet can send 170 gallons of water down the drain in 24 hours, or a total of over 5,000 gallons in 30 days! In general, the 2 biggest causes of wasted water are (a) toilet leaks and (b) malfunctioning landscape equipment.

LEAKS COST YOU MONEY!

In 24 hours, a 1/32" diameter stream can waste 250 gallons of water.

In 24 hours, a 1/16" diameter stream can waste 960 gallons of water.

In 24 hours, a 1/8" diameter stream can waste 3,600 gallons of water.

THINGS TO CHECK

Indoor Faucets: Check all faucets upstairs and downstairs. If necessary, replace worn washers or defective fixtures.

Outdoor Faucets: Make sure outside faucets are turned off when not in use. Don't depend on the hose nozzle. Use the faucet to turn off the water.

Water Using Appliances:

Check all faucets and hoses that connect with water using appliances such as washing machines. Turn these off after every use to preserve the machine and prevent any leaks.

Undetected Leaks:

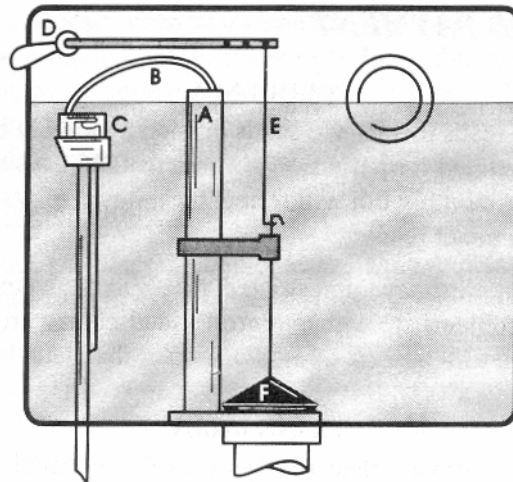
Turn off all water using fixtures and appliances. Then watch the dial on your water meter for 15 minutes. If the meter dial moves, it is a good indication you have a hidden leak.

Toilet Leaks:

Find a leak in your toilet by coloring the water in the flush tank with regular food coloring. If any of this colored water seeps into the bowl without flushing, a leak is indicated. Each flush of your toilet uses between 5-7 gallons of water. A toilet leak wastes thousands of gallons of water. Repeat the colored water test often.

TOILET LEAKS

What if you have a toilet leak? You should be able to pinpoint the problem area by reviewing the following diagram and instructions.



1. Check the water level in the tank *after* the toilet has *not* been flushed for some time. It should be about 2" below the top of the overflow pipe (A).
2. Shine a light down the overflow pipe (A) to see if the After-Fill Tube (B) from Valve (C) is dripping or running. Sometimes, even in new toilets, this tube keeps flowing because Valve (C) doesn't seat properly. This can waste many gallons of water every day.
3. Make certain that the Handle (D) and attached level work smoothly and that the Linkage (E) doesn't catch on anything. If it does, it could prevent the Flapper Valve (F) from seating or aligning properly, causing continuous or intermittent leaks.

LOCATING WATER LINES

Who should you call when you intend to dig on your premises (for tree planting or other reasons) and don't want to hit any utility lines?

Blue Stake at 1-800-782-5348 (no charge to the customer) serves as an answering service resource center concerning utility line locations for all area utility companies. Blue Stake forwards calls regarding excavation and the staking to the appropriate utility companies.

METER SIZE

For all new construction where the new service line and/or a meter is required, the size of the service line and/or the meter will be determined by BPWC and the Sedona Fire Department based on the water flow demand provided by the Developer/Contractor for the subject structure.

REQUIREMENTS FOR SERVICE

All customers are required to provide the following information when applying for water service:

- All customers must sign the BPWC Service Agreement
- All customers must provide a copy of his/her Driver's License or Social Security Card as proof of identity.
- Residential renters and commercial customers (owners and renters) are required to pay a Deposit (see below)

DEPOSITS

- Residential rental customers are required to pay a \$65 Deposit (subject to change)
- Commercial Customers are required to pay a Deposit ranging from \$100 to \$300 depending on the nature of their business. The Deposit schedule for commercial customers is available at the office.

If you paid a Deposit when you signed up for water service, your Deposit will be refunded within thirty (30) days after paying your bill on time for twelve (12) consecutive months along with 6% interest. However, if you have been delinquent in the payment of your bill 2 or more times during 12 consecutive months, or you have been assessed a penalty for late payment of your water service, or your service has been disconnected for non-payment, then your refund will be delayed until you meet the above requirements or if you vacate the premises where the water is provided prior to the 12 month rule.

BILLING AND PAYMENT

FREQUENCY

The Company reads meters and sends bills on a monthly basis. Meter reading is scheduled for periods of not less than 25 days or more than 35 days. Your

monthly bill will reflect the amount of water you used since your last meter reading.

Meter readers must have unrestricted access to the water meter box. Most of the problems with obtaining access to reading meters are due to overgrown landscaping and construction materials/debris around or covering the meter box. Please trim bushes, trees, etc. and remove construction materials/debris around the meter box.

PAYING BILLS

Payment is due not later than 15 days after the postmark date. Any payment not received within 15 days from the date the bill was rendered shall be considered delinquent, and a late payment charge of 1.5% per month on the unpaid balance shall be added to the bill.

When paying by mail, please remember the following:

- Write your account number on your check or money order
- Do not send cash in the mail
- Include the right hand (smaller) portion of your bill with your payment
- Do not staple your check to the bill

You may also pay your bill in person at our office (45 Castle Rock Road) between the hours of 9:00 a.m. and 3:00 p.m. Monday through Friday.

The following forms of payment are accepted:

- Cash, personal checks, bank checks, money orders
- Visa, Mastercard and Discover credit cards (May be also automatically charged each month to your credit card.)
- "Autopay" or "ACH" (Automatic Clearing House) whereby your monthly water bill is automatically deducted from your checking or savings account.

For your convenience, we have a "drop box" in our front door where you can drop in your payment after hours.

BILL INQUIRIES

If you have a question about your bill, please have your account number available when contacting our office so that we can assist you more efficiently.

INSUFFICIENT FUNDS (NSF) POLICY

If you make payment to us, whether by personal check, Autopay (ACH) or credit card, and that payment is refused by your bank for any reason (excepting bank error), we may require at our option that you replace that payment with cash, money order or cashier's check to guarantee your payment to us. You will also be assessed a mandatory \$15 NSF charge per each occurrence. If you have a second "NSF" within a 12 month period, we will require that all future payments, for at least a year, be made by cash, money order or cashier's check guaranteeing us payment.

DEFERRED PAYMENT

To avoid disconnection of service, residential customers who are indebted for past due service may request from BPWC a deferred payment plan. Additional information on a deferred payment plan may be obtained by telephoning BPWC.

SERVICE SHUT-OFF

Customer Responsibilities

Termination of Service without Notice:

- The existence of an obvious hazard to the safety or health of the customer or the general population.
- BPWC has evidence of meter tampering or fraud.
- Unauthorized resale of BPWC water.

Termination of Service with Notice:

- Customer violates any of BPWC tariffs.
- Customer fails to pay a delinquent bill for service furnished at the same or another location serviced by BPWC.
- Customer fails to meet the Deposit requirements.
- Customer fails to provide proper identification when requested.
- Customer fails to provide access to BPWC equipment.
- Customer breaches a written contract between BPWC and Customer.

BPWC will not discontinue utility service unless it has mailed or hand delivered a written **Past Due Notice**. If your water service has been terminated, your account will be charged an additional \$20 Reconnect Fee (\$25 if reconnected "After Hours"). **This amount must be paid before the water will be turned back on.**

CUSTOMER SERVICE DEPARTMENT

Questions? Problems? We're here to serve you!

Our Customer Service Representatives have only one job – to help you with any problems connected with your water. Our representatives are specially trained to serve you courteously and efficiently, whether they are responding to your phone calls, answering your letters or investigating your bill. If you need our assistance, please call our office at 928-284-2298 between the hours of 9:00 a.m. to 3:00 p.m. If you have an emergency and call after 3:00 p.m. or on the week-ends, our Answering Service will contact one of our servicemen to answer your problem.

Please tell us if you move, change your name or have a new telephone number.

Before you move to a new location, either inside or outside of our service area, please notify our Office so we can send you a final bill for your old account. If you're moving to a new address within our service area, we will arrange to open a new account for you.

Note: You are responsible for payment of all bills at your old address until we receive notification from you and can arrange for an actual final reading.

If you change your name because of marriage, divorce or death of a spouse, please notify our office. Remember to have your account number available each time you contact us.

Complaints about Policies, Bills or Service: If you have a question about our service or service policies, bills, etc. please contact our office at #928-284-2298 or e-mail us @ info@bigparkwater.com.

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