

Q Mountain Vista Water Customer Notice

Q Mountain Vista Water Company is privately owned by Q Mountain Mobile Home Park aka Q Mountain Vista Estates, and provides water to the residents of the Park, the Q RV Park and a private meter south of the subdivision.

The Water Company falls within the jurisdiction of the Arizona Corporation Commission and must abide by the rules and regulations of Title 14, Article 4 of the Arizona Administrative Code.

Title 14, Article 4 of the Arizona Administrative Code covers most of the water industry rules and regulations.

The following recommendations are issued to ensure quality service to all water customers.

1. When the Company's water valve is in the "off" position, a lock is placed on the valve.
2. Water valves preceding the meters and the meters are the property of the Water Company and therefore company representatives are the only parties authorized to turn water on or off. Arizona Revised Statute (ARS) 40-492 provides that a utility may bring an action for damages or to enjoin any activity against a person who:
 1. *Makes a connection or reconnection with property owned or used by the utility to provide utility service without the authorization or consent of the utility.*
 2. *Prevents a utility meter or other device used to determine the charge for utility services from accurately performing its measuring function.*
 3. *Tampers with property owned or used by the utility.*
 4. *Uses or receives the utility services without the authorization or consent of the utility and knows or has reason to know of the unlawful diversion, tampering or connection.*

Under this article a utility need not suffer or be threatened with monetary damages to bring an action to enjoin any activity.

Additionally, ARS 40-493 provides that in a civil action pursuant to section 40-492, the utility may recover as damages three times the amount of actual damages. The prevailing party shall recover reasonable attorney fees, costs and other expenses.

To prevent unanticipated delays, damage or expenses, the Company recommends property owners install a shut off valve on the customer side of the meter for personal use.

3. Requests to turn water on or off must be made at least 48 hours prior to the requested service. Except for emergencies, after hours service requests are subject to additional fees.
4. Water leaks on the customer side of the meter are the responsibility of the water customer and unless caused by a Company representative, will not be repaired by the Water Company.
5. Water bills are generally mailed the first week of every month, and in accordance with Arizona Administrative Code, R14-2-409(C), are due and payable when rendered. Any payment not received within 15 days from the date the bill was rendered shall be considered delinquent. Delinquent bills are subject to utility termination procedures set forth in R14-2-410.