

# **IMPROVEMENT DISTRICT #1**

## **aka Alta Acres Water District**

### REQUESTING SERVICE PROCEDURE:

As outlined in our Policy Regarding Installation and Maintenance Expenses the District is responsible for the maintenance of all water lines up to the water meter. The property owner is responsible for the maintenance of all water lines from the water meter to any improvements on the property and through the entire parcel.

If you are having problems with your water service please follow these steps:

1. Determine the location of the problem.
2. If the problem is on the water district's side of the meter call the Service Hotline shown below.

Once your call is received the district volunteer responsible for following up on your request will make a determination of the critical nature of the service request. Such items as the impact of the problem on the water user, the impact on the district as a whole, the ability to isolate the problem and the availability of personnel to render the service are taken into consideration when determining the critical nature of the service request. Based upon that determination a service response will be initiated.

**PLEASE REMEMBER ALL SERVICE RESPONSES ARE HANDLED BY VOLUNTEERS – YOUR NEIGHBORS.** Patience and understanding as well as participation by the water user are very helpful and appreciated.

### **SERVICE HOTLINE PHONE NUMBER**

559 561 4509

USE THIS NUMBER FOR SERVICE REQUESTS ONLY. CALLS TO THIS NUMBER ARE FORWARDED TO THE MAINTENANCE COMMITTEE VOLUNTEER ON DUTY AT THE TIME.

If you have other questions or requests call the Management Committee Chair. If you have bill question call the Treasurer.