

Oak Creek Water Company No. 1

Serving West Sedona Quality Water Since 1953

Update: October 23 2019

Arsenic Violation Notice for the Fourth Quarter of 2019 Attached is the last violation notice for this year. It is required after every test, which is required quarterly. The average for the three wells was 10.1 ppb which again is just above 10.0 ppb limit. The Preliminary Engineering Report and Environmental Report that is required for any loan or grant money for the Arsenic system should be completed and submitted within the next 30 days.

DWID (Domestic Water Improvement District) Oak Creek Water received funding to create the official map and legal description for the new district. Once completed the notice to all property owners will be sent out.

Hydrant Flushing We will be flushing fire hydrants during the months of November & December. Signs will be put out the morning of the flushing by 7:00am. You may experience discolored water or sediment in your homes which will clear up after running water through your fixtures. The water will not be harmful to your health in anyway. It's recommended that you avoid doing laundry while flushing is taking place. Please contact the office if you encounter any issues.



Delinquent Water Shut Notice Courtesy Calls First of all, to the 93% of the customers that pay their bills on time....THANK YOU! At the October board meeting a motion was approved to limit the number of courtesy calls to delinquent water customers to three times a year. Why? Because it's the same 50 customers every month. Interesting, there are many customers that look forward to the call each month and are now relying on it; on the other hand there many customers that desire to have the same argument or excuses each month and creating a hostile tone on the phone. In either case this is costly and consumes a full 8 hour day. That is why the three time limit. We understand that people go out of town or life gets in the way so we don't want to stop this service completely. You should receive your water bills by the 1st of the month. Bill are due by the 15th of the month. Shut off is the 30th of the month. This deadline notice is written on every bill. Current late fee: \$5.00. Current shut off fee: \$35.00.

Garage Sale Last March, Oak Creek Water held a garage sale selling old unwanted items laying around the office along with donations from a couple employees and raised \$1,100. March is the lowest revenue month (February water usage) and this helps supplement our expenses. We are planning on having the 2nd Annual Garage Sale next March and we will be accepting any donations from all of us water customers. As a not for profit company, the more revenue we receive from sources like this, the less likely we would have to request emergency surcharge funds like we had to do last year due to all those emergencies. So as the holidays and the New Year approaches, think about dropping off unwanted items instead of tossing them.

Contact Information: Do we have your current email and/or cell phone number? There have been incidents that we could not make contact with a homeowner to tell them about a water outage due to a new hydrant installation or water main break repair. Please email us, call us or write it on the back of the next payment stub. Use Xpress Bill Pay: pay your bill automatically at 11:59 on the 15th of every month and never get a late fee. Go Paperless.