

## Water Resources Mission

The mission of the Chino Valley Water Resource Department is to develop a comprehensive water resource master plan that will enable the Town to meet its current and future water demands for economic growth in the residential, commercial, and industrial sectors while achieving AMA safe-yield, conservation, drought, and augmentation goals set forth. The Department will also continue to seek legislative support and changes that continue to provide water resource opportunities for this dynamic region of the state.

## Utilities Mission

The Utility Division and its employees are committed to delivering the highest quality water that meets or exceeds all federal and state requirements to every customer at fair and reasonable rates. We remain vigilant in meeting the challenges of protecting our sole water source that is the heart of our community, our way of life, and our children's future.

[www.chinoaz.net/water\\_res](http://www.chinoaz.net/water_res)



## Related Information Sources

Arizona Department of Environmental Quality  
[www.azdeq.gov](http://www.azdeq.gov)  
(602) 771-2300

Arizona Department of Water Resources  
[www.azwater.gov](http://www.azwater.gov)  
(602) 771-8500

Project WET (Water Education for Teachers)  
<http://cals.arizona.edu/arizonawet/>

U.S. Environmental Protection Agency  
Office of Water  
[www.epa.gov/OW/index.html](http://www.epa.gov/OW/index.html)

Water: Use it Wisely  
[www.wateruseitwisely.com](http://www.wateruseitwisely.com)

[www.chinoaz.net/water\\_res](http://www.chinoaz.net/water_res)



Contact the Water Resource Department:

Phone: (928) 636-7140  
Email: [fmarbury@chinoaz.net](mailto:fmarbury@chinoaz.net)

Contact the Utilities Division:

Office phone: (928) 636-6084  
After Hours Emergencies: (888) 224-6812  
Email: [mbovee@chinoaz.net](mailto:mbovee@chinoaz.net)



"Providing Water for  
Chino Valley's  
Future"

## Town of Chino Valley Water Resources and Utilities:

### *A Citizen's Guide*



*Important information related to  
your water bill...*

*PLUS tips on how to reduce your  
water usage through simple  
conservation measures.*

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**Town of Chino Valley  
Water Resources and Utilities:  
Frequently Asked Questions**

**Where does my water come from?**

The Town of Chino Valley serves water pumped from a network of groundwater wells. These wells tap into the aquifers of the Little Chino sub-basin below the Town of Chino Valley. Water in the aquifers comes from recharge along the uplands surrounding the basin and in ephemeral stream channels such as Granite Creek. In addition, the Town of Chino Valley and other communities augment natural recharge through managed aquifer recharge facilities.

**Is my water safe to drink?**

Absolutely. The Town of Chino Valley municipal water system monitors the quality of the water it delivers according to ADEQ and EPA standards. The Town has never had a violation of any water quality standard. Our annual Water Quality report can be found online at the Town website.

**I don't understand my bill?**

Your bill may include charges for water, sewer, or both. Your bill is based on several different fees.

**Monthly Service Fee:** This fee is based on meter size and is charged regardless of water usage.

**Monthly Usage Fee:** This fee is charged based upon monthly water usage on a per 1,000 gallon rate. To encourage water conservation, the rate increases with increasing usage above certain thresholds.

| Monthly Usage (Gallons) | Rate Per 1000 Gallons |
|-------------------------|-----------------------|
| 0-8000                  | \$4.71                |
| 8,001 to 20,000         | \$5.89                |
| Over 20,000             | \$8.24                |

**Water Sales Tax::** Like any other good or service, the provision of water is subject to a sales tax.

**Sewer Charge:** This fee is based upon meter size and reflects the cost to transport and treat collected wastewater.

**Why is my bill higher than normal?**

There are several reasons why your bill may be higher than usual. Before calling the Town, ask yourself these questions:

1. Did I install new landscaping?
2. Did I install a new irrigation system?
3. Did I change my irrigation timer or watering schedule for my existing landscaping?
4. Did I install a water feature such as a pool or fountain?
5. Did I install a new dishwasher, washing machine, hot water heater or other water utilizing appliance?
6. Did I remodel my kitchen or bathroom?

If you answered no to all of these questions, you probably have a leak.

**How do I check for leaks?**

1. Locate the water meter.
2. Turn off all indoor and outdoor water-using devices.
3. Record the water meter reading.
4. Wait 30 minutes; read the meter again. If the reading has changed, you have a leak!

**I found a leak. What do I do now?**

1. Check the toilets first. Put 10-15 drops of food coloring in the tank and wait 10 minutes. If the color reaches the bowl, you have a leak. The flapper or tank ball is most likely the cause.
2. Replace worn out washers in faucets and showerheads.
3. Make sure all faucets are turned off when not in use.
4. Check all household appliances, including the hot water heater and evaporative cooler for leaks at connection points.
5. Make certain the level in the evaporative coolers is below the top of the overflow pipe.

**I don't have a leak.**

**How can I reduce my water bill?**

There are many simple ways for homeowners to reduce their water usage, both outdoors and indoors. A few tips are provided below. For more conservation info, check the Chino Valley Water Resource Department website.

**Outdoor Water Conservation Tips**

1. Water only between 8 am and 8 pm from April through November.
2. Install a drip irrigation system.
3. Set irrigation timers monthly.
4. Replace thirsty turf with native grasses.
5. Sweep, don't wash, walks and driveways.
6. Mulch to preserve soil moisture.
7. Plant native trees, shrubs and accents adapted to our climate.
8. Harvest rainwater for irrigation.

**Indoor Water Conservation Tips**

1. Replace older, inefficient toilets, washing machines, dishwashers, or hot water heaters with newer, low-flow models.
2. Install aerators on all your faucets.
3. Take shorter showers.
4. Run your washing machine or dishwasher only when full.
5. Don't let the water run when brushing your teeth or shaving.

**I have my own septic system. Why do I have to connect to Town sewer?**

The high concentration of septic tanks in Chino Valley raises concerns about aquifer pollution. Centralized wastewater collection and treatment is needed to protect the aquifer that serves Chino Valley and surrounding communities.

