



Signing Up for Service

- To avoid interruption of water service, the application process must be complete before the sale date.
- Only property owners can sign-up for service.
- It will cost \$300.00 to establish service. There is a Non-refundable account establishment fee of \$60.00 and a security deposit of \$240.00, (which can be refunded after 12 consecutive months of good payments) or when the account closes.
- ACH auto-pay form is optional.
- The new owner's responsibility for the water/sewer bill begins at the time of sale.
- If you want to keep the water on, contact the office before the home sale date. If the water has already been turn-off, turn-on rules apply.
- We provide water and wastewater services only. See the important numbers page for other utilities.
- The KVID office is open Monday-Friday 8:00am-4:30pm, except for holidays.

If you are signing-up for service in-person at the KVID office, bring:

- Valid government ID (Driver's license, passport etc..)
- The settlements page from your closing documents. (Can be emailed after the sale.)
- Payment of \$300.00. We accept cash, check, money order, cashier's check, and most credit/debit cards (with a 5% convenience fee).

If you are mailing in your application, send:

- A notarized application.
- A signed security deposit/home use form.
- A photocopy of your government ID.
- A photocopy of the settlements page from your closing documents. (Can be emailed after the sale.)
- A check, cashier's check, or money order for \$300.00.

Schedule water turn-on with the KVID office.

- DO NOT TAMPER WITH KVID's VALVES OR METERS- call to schedule a turn-on.
- Turn-ons are scheduled Monday through Friday between 8am and 4pm. Weekend appointments may be scheduled with the office staff at least two days ahead. Weekend appointment times are limited.
- The property owner or their representative must be on-site with access to the home at the time of turn-on.
- All fees and forms must be submitted before turn-on.

If you have questions, call (928)525-1775



KACHINA VILLAGE IMPROVEMENT DISTRICT

3150 Jadito Trail, Flagstaff AZ 86005 (928)525-1775
www.Kachinawater.com fax (928)525-2529
businessoffice@kachinawater.com

APPLICATION FOR SERVICE

Date _____

DISTRICT USE ONLY

This form must be notarized if unable to
Present in person to KVID employee.

Acct# _____

Sale/Transfer Date: _____

Acct. Estab .Fee _____

Sec. Dep. _____

Property Owner _____ Phone _____

Last

First

Middle

Driver's License # _____ State _____ Expiration Date _____

Co-Owner/Spouse _____ Phone _____

Last

First

Middle

Driver's License # _____ State _____ Expiration Date _____

Village Address _____

Mailing Address _____

Email _____

Preferred Billing Method: ☐ Both Print and E-Bill ☐ E-Bill Only ☐ Print Only

CUSTOMER ACCEPTANCE

I, the undersigned, hereby make application to KACHINA VILLAGE IMPROVEMENT DISTRICT for water and sewer services. I agree to pay for such services at the established rates for my usage classification, and in accordance with all rules and regulations as approved by the BOAD OF DIRECTORS for KVID. I agree to use such services for my own purposes and further agree not to sell any part of the same, or permit such services to be used for any other purpose other than for my own purposes as allowed in my usage classification. I agree not to tamper with, or modify the water valve contained within meter box, I agree that duly authorized agents and employees at said DISTRICT shall have access to my premises at all reasonable hours for the purpose of installation or removal of meters, and inspection of equipment incidental to carry out this agreement, and I further agree to hold the DISTRICT harmless from any claims, real or alleged, for loss or damage to property or persons arising out of the delivery of services beyond the point of metering.

I agree to give said DISTRICT three (3) days notice prior to vacating the premises and discontinuation of services. In the event of failure on my part to comply with the terms and conditions of this agreement, I agree that said DISTRICT, or its representative, may discontinue services hereunder without further notice to me, and that such discontinuance will not constitute waiver of any claims against me for prior services rendered here under by said DISTRICT.

I also agree that if my account is sent to a collections agency due to my failure to pay that I will be liable for all collection agency fees and the outstanding amount due the DISTRICT.

Signed _____

Notary/Witness _____

Date _____



Service Id# _____

SECURITY DEPOSIT

YOUR \$240.00 SECURITY DEPOSIT IS APPLIED TO YOUR ACCOUNT AFTER TWELVE (12) MONTHS GOOD PAYMENT HISTORY.

GOOD PAYMENT HISTORY MEANS **NO** LATE PAYMENTS IN TWELVE (12) MONTHS OF CONSECUTIVE BILLING.

THIS DOCUMENT WILL BE KEPT IN YOUR CUSTOMER FILE. YOUR PAYMENT HISTORY WILL BE AUTOMATICALLY REVIEWED AFTER ONE (1) YEAR, OR APPLIED TO YOUR FINAL BILL, WHICHEVER COMES FIRST.

Signature

Date

Home's Primary Use

☐ Full Time ☐ Part Time ☐ Summer Only

☐ Long Term Rental ☐ Short Term Rental

Kachina Village Improvement District



RATE STRUCTURE Effective 7/1/2025

NEW ACCOUNT

Account Establishment Fee \$ 60 (non-refundable)
 Security Deposit \$240 (applied to account after good payment history)
\$300 Total New Account Setup

RESIDENTIAL (monthly charges)

Water Base Rate \$40.94 (flat rate regardless of usage)
 Wastewater Base Rate \$37.70 (flat rate regardless of usage)
 AZ State Tax .069%
\$81.46 Monthly Base Rate

Water Usage Rates Per Month Gallon Usage	Rate per 1,000 Gallons	Wastewater Usage Per Month Gallon Usage	Rate per 1,000 Gallons
1-3,000	\$ 3.246	1-3,000	\$ 4.860
3,001-6,000	\$ 5.576	3,001-6,000	\$ 9.064
6,001-9,000	\$ 9.738	Above 6,000 (single residential only)	N/C
9,001-12,000	\$ 15.566		
12,001-50,000	\$ 25.949		
above 50,000	\$ 41.495		

OTHER FEES- a complete list of fees is located on the website Kachinawater.com

All debit/credit card payments 5%
 Returned Check Fee \$35
 Delinquent Account Fee 10% per month
 Delinquent Collection Fees – Actual Costs
 Service Reconnect Fee \$50
 Disconnect warning Fee \$15
 Field Visit Charge \$95 per hour min. 1 hour
 Leak Test: One Courtesy per year additional \$95 each
 One Courtesy ON/OFF per year additional:
 Turn On/Off Fee Working Hours \$25
 Emergency Turn On/Off Fee After Hours, weekends, holidays \$50
 Pull and Test Meter for Accuracy \$500

MULTI-RESIDENTIAL

Monthly base rates for water and wastewater will be multiplied by the number of dwelling units. The 6,000-gallon cap on wastewater will be multiplied by the number of dwelling units. Usage blocks are not multiplied by the number of units.

Kachina Village Improvement District



COMMERCIAL

Monthly base rates for water and wastewater will be multiplied by the equivalent meter size. The 6,000-gallon cap on wastewater will be multiplied by the equivalent meter size.

New Home Build – Single Family Residential (3/4” meter)

Fill out Connection Form

\$50 Review Fee

New Multi-Family Residential, Commercial, or Multi Connection

Fill out Connection Form

\$250 Review Fee:

One Commercial Connection

Multi-Family Residential Connection (up to 12 units)

Single Family Residential Subdivision (up to 9 units)

\$500 Review Fee:

Multiple Commercial Connection

Multi-Family Residential Connection (13 or more units)

Single Family Residential Subdivision (10 or more units)



Service ID # _____

KACHINA VILLAGE IMPROVEMENT DISTRICT

3150 Jadito Trail, Flagstaff AZ 86005

(928)525-1775

ACH Bank Draft Payment Sign-Up Form

CUSTOMER INFORMATION

Name on Account: _____ E-mail Address: _____

Service Address: _____ Phone No: _____

FINANCIAL INSTITUTION INFORMATION *(attach a voided check or complete below)*

Bank Name: _____	
Bank Routing/Transit No: _____	
Name as it Appears on Bank Account: _____	
Bank Account Type (circle one):	Checking / Savings
Bank Account No: _____	

DEDUCTION AMOUNT will be current amount with a maximum of **\$250**. For any adjustment of amount, please talk to the clerk.

I certify that the information above is correct, that I am an authorized signer or designate of the account provided for ACH transaction, and that I am authorized to provide this information.

I authorize Kachina Village Improvement District to deduct my utility payment from this bank account via Electronic Fund Transfer. I understand Kachina Village Improvement District requires a 30 written notice in order to revoke this authorization.

Kachina Village Improvement District reserves the right to cancel Electronic Fund Transfers due to insufficient funds without notice.

Print Authorized Name

Authorized Signature

Date

WELCOME TO KACHINA VILLAGE



IMPORTANT PHONE NUMBERS

Fire Department: Emergency 911
Business (928)525-1717

Sheriff: Emergency 911
Business (928)774-4523

Coconino County:
Emergency Notification System
Coconino.az.gov/ready

Road Closures:
www.az511.com

Flagstaff Weather Conditions :
NOAA – National Oceanic and
Atmospheric Administration
www.noaa.gov

Kachina Road Conditions & Plowing Roadways:
Coconino County Public Works
Potholes, culverts, paving, plowing
(not driveways) call (928)679-8300

Blue Stake:
Call before you dig: 811

Fire Restrictions:
<https://coconino.az.gov/2595/Fire-Restriction-Information>

Garbage Collection Services:
JT Waste (928)607-6970
Northern AZ Waste (928)213-9007
SkyLine (928)221-4109
Waste Management (928)779-6050
www.wm.com 800-800-5804

Green Waste Disposal:
Willard Springs Transfer Station
Apr 1 – Oct 31 Fri and Sat 9a -5p
Nov 1 – Mar 31 Closed
GREEN WASTE ONLY

Natural Gas:
UniSource (887)837-4968

Propane Companies:
Ferrell Gas (928)526-0466
John Graves (928)714-1111

Electricity:
APS (602)371-7171 / (800)253-9405

Telephone Land Line:
CenturyLink (800)244-1111
Optimum (844)874-7558

Water and Wastewater:
Kachina Village Improvement District (928)525-1775
Office Hours: Mon – Fri 8:00am - 4:30pm
After Hour Emergencies ONLY (928)606-9429
Website: www.kachinawater.com
Email: businessoffice@kachinawater.com

Tovar Springs Homeowner Association:

Cable Service:
Optimum (844)874-7558

Internet Service:
Optimum (844)874-7558
Star Link (520)881-6687

Flagstaff Unified School District:
DeMiguel Grade School (928)773-4000
Mount Elden Middle School (928)773-8250
Flagstaff High School (928)773-8100

Raymond Park:
Reserve a Ramada (928)679-8000

Local News Paper:
AZ Daily Sun (928)774-4545
azdailysun.com

Nextdoor Kachina Village
<https://nextdoor.com>

Kachina Village Improvement District



928-525-1775

3150 Jadito Trail Flagstaff AZ 86005

www.kachinawater.com

Subject: Notice of Unknown Service Line Material

Dear Kachina Village Resident,

We are writing to inform you of an important matter concerning the water service lines in your area. As part of our ongoing efforts to ensure the safety and quality of the drinking water supply, we have recently completed a survey of service lines within our community.

Notice of unknown service line material

KVID is focused on protecting the health of every household in our community. This notice contains important information about your drinking water. Please share this information with anyone who drinks and/or cooks using water in our district. In addition to people directly served at this property, this can include people in apartments, nursing homes, schools, businesses, as well as parents served by childcare at this property.

KVID is working to identify service line materials throughout the water system and has determined that the water pipe (called a service line) that connects your home to the water main is made from unknown material. Because your service line material is unknown, there is the potential that some or all of the service line could be made of lead or galvanized pipe that was previously connected to lead. People living in homes with a lead or galvanized pipe previously connected to a lead service line have an increased risk of exposure to lead from their drinking water.



Identifying service line material

To discuss methods for determining the material of your service line, please contact KVID. EPA has developed an online step-by-step guide to help people identify lead pipes in their homes called Protect Your Tap: A Quick Check for Lead. It is available at: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead>.

Health effects of lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or worsen existing learning and behavior problems. The children of women who are exposed to

lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Steps you can take to reduce lead in drinking water.

Below are recommended actions that you may take, separately or in combination, if you are concerned about lead in your drinking water. The list also includes where you may find more information and is not intended to be a complete list or to imply that all actions equally reduce lead in drinking water.

Use filters properly. Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information on facts and advice on home water filtration systems, see EPA's <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead>.

Clean your aerator. Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.

Run your water. The more time water has been sitting in pipes providing water to your home, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home. Residential customers can flush their lines for around one minute to reduce their risk. Residents may contact us for recommendations about flushing their lines before use.

Learn what your service line material is. Contact us or a licensed plumber to discuss methods for determining if the pipe that connects your home to the water main (called a service line) is made from lead, galvanized, or other materials. [Protect Your Tap: A quick check for lead](#) is EPA's on-line step by step guide to learn how to find lead pipes in your home.

Learn about construction in your neighborhood. Contact us to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line or galvanized service line if present.

Have your water tested. Contact us to discuss having your water tested and to learn more about the lead levels in your drinking water. Alternatively, you may contact a certified laboratory to have your water tested for lead. Note, a water sample may not adequately capture or represent all sources of lead that may be present. For information on sources of lead that include service lines and interior plumbing, please visit <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water#getinto>.

Get your child tested to determine lead levels in their blood.

Although there is no confirmation of having a lead service line, you may wish to speak with a healthcare provider to see if your child's blood lead level is elevated and/or if there is a need for blood testing, if you are concerned about potential exposure. Please visit <https://www.cdc.gov/nceh/lead/advisory/acclpp/actions-blls.htm> for information on these actions.

For more information on reducing lead exposure from your drinking water and the health effects of lead, visit EPA's website at <http://www.epa.gov/lead>.

If you have questions or concerns about the information provided in this notice, please contact the KVID office and we will be happy to discuss the service line inventory and its implications with you.

You can contact us...

By phone at 928-525-1775

On the web at www.kachinawater.com

By email at businessoffice@kachinawater.com

KACHINA VILLAGE

