



**City of Phoenix
Water Services Department**

**Policy and Procedures for Obtaining Retail Water and Sewer Service to Areas
Located Outside City of Phoenix Limits**

Purpose

To describe the conditions, requirements, and procedures for obtaining City of Phoenix retail water and sewer service connections to areas located outside the corporate limits of the City of Phoenix.

Applicability

The policies and procedures described herein are applicable for outside City retail service only. This document is not applicable for outside City wholesale service to municipalities or agencies that are governed via intergovernmental agreements.

This policy will be suspended during times of declared drought by the City of Phoenix.

Background

The City of Phoenix provides water and sewer service to some areas outside its City corporate limits. These areas include unincorporated areas of Maricopa County and areas within the corporate limits of the Town of Paradise Valley and the Town of Cave Creek.

References

In general, the terms and conditions under which service(s) is provided by Phoenix are set forth in the following chapters of the Phoenix City Code and Water Services Department standards:

- Chapter 19A, B, C and D for Development Occupational Fees
- Chapter 28 Sewer
- Chapter 29 Development Impact Fee Ordinance
- Chapter 30 Water Resources Acquisition Fee
- Chapter 37 Water
- Appendix A.2 Development Services Department Fee Schedule
- City of Phoenix Water Services Department Design Standards Manual for Water and Wastewater Systems

Definitions

Certificate of Convenience and Necessity (CC&N): An area granted to a private water company by the Arizona Corporation Commission providing the private water company the sole right to provide water.

Development Occupational Fee: A fee imposed to reimburse the City for costs from connection to the City's water and/or sewer system, which will result in increased usage and demands on the City's system thereby adding to the burden on existing public facilities, and requiring expansion or enlargement thereof.

Distribution Main: Water pipelines (typically 12-inch diameter or less) that take water from transmission mains and deliver it to individual customers through service connections.

Fire Flow Requirements: The minimum flow requirements per the International Fire Code and the Design Standards Manual for Water and Wastewater Systems.

Incorporated: Land that is governed by local (municipal) authority, i.e. Town of Paradise Valley and Town of Cave Creek.

Main Extension: An extension of a City public water distribution main or sewer main beyond its existing facilities.

Pressure Zone: A specific area, which is elevation dependent, where operating water pressure ranges from 50 pounds per square inch (psi) to 100 psi.

Sewer Service Connection: A sewer serving an individual property that extends from a sewer tap on the City public sewer to the property line or to the easement line of the property to be served. It may also be identified as a Building Connection or House Connection.

Unincorporated: Land in the County that is not governed by a local authority.

Water Resources Acquisition Fee: A development impact fee required to pay for additional water supplies needed to support new development within the City of Phoenix. This fee went into effect on January 1, 1990.

Water Service Connection: A water line serving an individual property that extends from the City water distribution main to the meter located at the property line or to the easement line of the property to be served.

Policy for Retail Water Service

1. The City's general policy for providing retail water service to outside City customers will depend on the property's location and the City's obligation for providing water service.
 - a. Unincorporated County Areas That Are Not Located Within a Certificate of Convenience and Necessity (CC&N) From a Private Water System That Was Acquired By the City of Phoenix And That Are Not Located Within Another Municipality's Service Area

The City will provide service through a water service connection if a property fronts an operating City water distribution main, the main is within

the correct pressure zone, there is sufficient capacity in the water system, and all City Code and Water Services Department Design Standards associated with obtaining water services are met. Water main extensions will be permitted only after annexation of the property is completed and approved by the Phoenix City Council. The property requesting annexation must be contiguous to the City of Phoenix corporate boundary.

- b. Unincorporated County Areas That Are Located Within a Certificate of Convenience and Necessity (CC&N) For a Private Water System That Was Acquired By the City of Phoenix

The City will provide service through a water service connection if a property fronts an operating water distribution main if the main is in the correct pressure zone, there is sufficient capacity in the water system, and all City Code and Water Services Department Design Standards associated with obtaining water service are met. Water main extensions are permitted subject to requirements.

- c. Incorporated Areas That Are Not Located Within a Certificate of Convenience and Necessity (CC&N) For a Private Water System That Was Acquired By The City Of Phoenix and That Are Not Located Within Another Municipality's Service Area

The City will provide service through a water service connection if a property fronts an operating water distribution main if the main is in the correct pressure zone, there is sufficient capacity in the system, and all City Code and Water Services Department Design Standards associated with obtaining water service are met. Water main extensions are not permitted outside this service area.

- d. Incorporated Areas Located Within a Certificate of Convenience and Necessity (CC&N) For a Private Water System That Was Acquired By the City of Phoenix

The City will provide service through a water service connection if a property fronts an operating water distribution main if the main is in the correct pressure zone, there is sufficient capacity in the system, and all City requirements associated with obtaining water service are met. Water main extensions are permitted subject to requirements.

- e. Incorporated or Unincorporated Areas That Are Located Within a Defined Water Service Area

If the City has established a defined water service area within an incorporated or unincorporated area, the City will allow a water service connection if a property fronts an operating water distribution main if the main is in the correct pressure zone, there is sufficient capacity in the

system, and all City Code and Water Services Department Design Standards associated with obtaining water service are met. Water main extensions are permitted subject to requirements.

- f. Water service within other jurisdictions that are not described above will require an Intergovernmental Agreement (IGA) between the City and the other jurisdiction.
2. All service connections and main extensions shall comply with all applicable standards and code requirements, including, but not limited to, Phoenix City Code, City of Phoenix Water Services Department Design Standards, International Fire Code, Maricopa Association of Governments (MAG) Standards, and Phoenix Supplements to MAG Standards.
3. Service connections and main extensions shall be located in public right-of-way meeting the standards of the City of Phoenix. An easement, license or non-revocable permit is required for main extensions in the public right-of-way. If the service connection or main extension cannot be installed in right-of-way, a dedicated easement meeting City of Phoenix design requirements will need to be approved by the City of Phoenix Water Services Department.
4. Applicants shall be required to pay all applicable outside City of Phoenix development fees, impact fees, connection fees, repayment agreement fees, and permit fees.
5. The property to be served shall meet the same development water standards required of properties within the City of Phoenix limits that seek water service. For development standards not related to water infrastructure, the requirements will not exceed the local jurisdiction requirements.
6. The City has the authority to deny or discontinue service if the service connection could threaten or endanger the safe, efficient and adequate service.
7. The current outside City water service areas are shown in Appendix A.

Policy for Retail Sewer Service

1. The City's general policy for providing retail sewer service to outside City customers will depend on the property's location and the City's obligation for providing sewer service.
 - a. Unincorporated County Areas That Are Not Located Within Another Municipality's Service Area

The City will allow a sewer service connection if a property fronts an

operating sewer main that is less than 27-inches in diameter, there is sufficient capacity in the system to meet peak hour wastewater flows, and all City Code and Water Services Department Design Standards associated with obtaining sewer service are met. If a property fronts an operating sewer main that is 27-inches or greater in diameter and there is sufficient capacity in the system to meet peak hour wastewater flows, the City will allow a sewer service connection if an existing manhole on the sewer is located within the frontage of the property. Sewer main extensions will be permitted only after annexation is completed and approved by the Phoenix City Council. The property requesting annexation must be contiguous to the City of Phoenix corporate boundary.

b. Unincorporated County Areas That Are Located Within a Designated Sewer Service Area

If the City has established a defined sewer service area within an unincorporated area, the City will allow a sewer service connection if a property fronts an operating sewer main that is less than 27-inches in diameter (mains 27-inches and larger are interceptor sewers that are not intended for tapping), there is sufficient capacity in the system to meet peak hour wastewater flows, and all City Code and Water Services Department Design Standards associated with obtaining sewer service are met. Sewer main extensions are permitted subject to requirements.

c. Incorporated Areas That Are Not Located Within Another Municipality's Service Area

The City will allow a sewer service connection if a property fronts an operating sewer main that is less than 27-inches in diameter (mains 27-inches and larger are interceptor sewers that are not intended for tapping), there is sufficient capacity in the system to meet peak hour wastewater flows, and all City Code and Water Services Department Design Standards associated with obtaining sewer service are met. Sewer main extensions are not permitted.

d. Incorporated or Unincorporated Areas That Are Located Within a Defined Sewer Service Area

If the City has established a defined sewer service area within an incorporated or unincorporated area, the City will allow a sewer service connection if a property fronts an operating sewer main that is less than 27-inches in diameter (mains 27-inches and larger are interceptor sewers that are not intended for tapping), there is sufficient capacity in the system to meet peak hour wastewater flows, and all City Code and Water Services Department Design Standards associated with obtaining sewer service are met. Sewer main extensions are permitted subject to requirements.

- e. Sewer service within other jurisdictions that are not described above will require an Intergovernmental Agreement (IGA) between the City and the other jurisdiction.
2. All service connections and main extensions shall comply with all applicable standards and code requirements, including, but not limited to, Phoenix City Code, City of Phoenix Water Services Department Design Standards, International Fire Code, Maricopa Association of Governments (MAG) Standards, and Phoenix Supplements to MAG Standards.
3. Service connections and main extensions shall be located in public right-of-way meeting the standards of the City of Phoenix. An easement, license or non-revocable permit is required for main extensions in the public right-of-way. If the service connection or main extension cannot be installed in right-of-way, a dedicated easement meeting City of Phoenix design requirements will need to be approved by the City of Phoenix Water Services Department.
4. Applicants shall be required to pay all applicable outside City of Phoenix development fees, impact fees, connection fees, repayment agreement fees, and permit fees.
5. The property to be served shall meet the same development sewer standards required of properties within the City of Phoenix limits that seek sewer service. For development standards not related to sewer infrastructure, the requirements will not exceed the local jurisdiction requirements.
6. The City has the authority to deny or discontinue service if the service connection could threaten or endanger the safe, efficient and adequate service.
7. The current outside City sewer service areas are shown in Appendix B.

Procedures

Service Connections

1. All service requests shall be made at the Water Services Department, Technical Support Division Counter, 200 West Washington Street, 8th Floor, Phoenix, Arizona 85003. All forms can be obtained and fees paid at this location.
2. To initiate a request for service, complete form "Information Required for Will Serve Letter Requests for Properties Outside of Phoenix City Limits." (Exhibit A). Water Services Department staff will review the service request, assess the service availability and capacity, and provide a letter to the applicant either denying service or approving service with stipulation requirements.

3. If water or sewer service is approved for connection, the applicant will be required to fill out an Application for Water or Sewer Service Outside City or Special Circumstances form (Exhibit B).
4. The following items are required to process the service applications:
 - a. Provide a copy of building/plumbing permit from the applicable jurisdiction – e.g. Maricopa County, Paradise Valley, or Town of Cave Creek.
 - b. If no sewer is available, provide a copy of approved septic permit from Maricopa County.
 - c. Provide a legal description, parcel assessor number and address of the property.
 - d. If applicable, the Agreement to Annexation form (Exhibit C or Exhibit D) from the City Clerk Department is required. The form must be signed and notarized by the property owner.
 - e. If applicable, submit a Non-Fire Service Acknowledgement form (Exhibit E). This document must be recorded through the Maricopa County Recorder's office prior to submitting the water application. Non-Fire Service Acknowledgement is required for areas having substandard water mains and do not have adequate water pressure to accommodate a public fire hydrant or fireline for fire protection.
 - f. If in an impact fee area, commercial properties are required to submit the number of plumbing fixture units for the wastewater impact fee calculation.
5. Water and sewer service connections shall comply with City of Phoenix codes and design standards.
6. All fees must be paid prior to installation of services. Development Occupational Fees for outside City are 1½ times inside City rates per Phoenix City Code Chapter 19A and 19C.

Water and Sewer Main Extensions

1. Water Services Department staff will review the request to determine if capacity is available and stipulate any necessary requirements for a water or sewer main extension. Any new service or change in use that will result in increased demands for water must consider that the change may require additional improvements to the City's water or sewer system at the owner's/developer's expense.

2. Plan submittals for water and sewer main extensions shall be submitted for review and approval to the Water Services Department, Technical Support Division Counter, 200 West Washington Street, 8th Floor, Phoenix, Arizona 85003.
3. Plan submittals for water and sewer main extensions shall also be submitted for review and approval to Maricopa County Department of Environmental Services and to the municipality or unincorporated area where the main is located if applicable.
4. Plan submittals shall comply with the guidelines provided in the City of Phoenix Water Services Department Design Standards Manual, City of Phoenix Design Checklists, Maricopa Association of Governments (MAG) Uniform Standard Details, Specifications for Public Works Construction and the City of Phoenix Supplements to MAG. Plan review fees will be assessed at time of submittal. Permits will be required for inspection of water/sewer main. Fees will be assessed at time of issuance of inspection permit. A separate right-of-way permit may be required by the other jurisdiction.

If the applicant disagrees with the required guidelines and is seeking relief or modification, the applicant may be subject to the Technical Appeal Process.

Deviation from this policy will require City Council approval.

Exhibits A, B, C, D and E Are examples only.

To obtain the most updated form, please contact Water Services Department, Technical Support Division or the City Clerk Department.

Technical Support Division 602-495-5601
City Clerk Department 602-262-6811



City of Phoenix
Water Services Department

**Information Required for "Will Serve" Letter Requests
For Properties Outside of Phoenix City Limits**

Please Print

- 1. Legal address/ Location of property: _____
- 2. Assessor's Parcel Number: _____
- 3. Jurisdiction Area: Paradise Valley County Town of Cave Creek
- 4. Provide legal description (attach with form if necessary)**

- **If parcel has been recently subdivided, provide copy of recorded survey.
- 5. Property Use: Single Family Residential Commercial Use Other _____
- 6. Type of service being requested: Water Sewer Fire Protection
- 7. Reason for request of water/sewer service:

- 8. Is property currently being served by Water Services Department?
No Yes If yes, please provide account number _____
- 9. Provide elevations of property: High elevation _____ Low elevation _____
- 10. Provide size of service(s) needed for this request: _____
- 11. Who should letter be addressed to?
Contact name: _____
Address, City, State, Zip: _____
Phone number: (_____) _____ Fax Number: (_____) _____
Email Address: _____

Letters will not be provided over-the-counter.
Please allow at least one week to respond to all requests.

Fax or mail this form and additional information to:
City of Phoenix, Water Services Department
Technical Support Division
200 W. Washington St, 8th floor
Phoenix, AZ 85003
Phone 602-495-5601, Fax 602-495-5461



Application for Water or Sewer Service
Outside City or Special Circumstances
(Waterline must front the property)

City of Phoenix

Water Services Department, Technical Support Division
200 W. Washington St., 8th Fl., Phoenix, AZ 85003
Office: 602.495.5601 FAX: 602.495.5461

Permit Number: _____ Date Sold: _____
Receipt Number: _____ Application Number: _____

- 1. Service Address: _____ QS #: _____
City: _____ Zip Code: _____
2. Legal Description of Property (as found on deed): _____
3. Maricopa County Assessor Parcel Number (APN): _____
4. Property Owner's Name: _____

BILLING INFORMATION IF DIFFERENT FROM ABOVE:

- 5. Name (If different from owner): _____
Street Address: _____
City/Zip Code: _____ Phone #: _____
Name of Representative: _____ Phone #: _____
(If different from owner)

6. Reason for request of new service: _____

7. Size of Property: _____ Acres [] Residential [] Commercial

- 8. Connecting to City of Phoenix:
[] Water: Meter Size Requested: _____ (3/4", 1", 1.5", 2")
[] Sewer: Currently connected to: [] Septic [] Other: _____

Copies of the following items are required to continue application process:

- [] Copy of building permit or on-site plumbing permit
[] Copy of septic permit
[] Copy of legal description
[] If the property is in the County: an Annexation or Release Letter from the City Clerk Office must be provided. The City Clerk can be contacted at 602.262.6837 and is located on the 15th floor of the City Hall Building.
[] If the property is in Paradise Valley: a written request to connect to the City of Phoenix sewer system must be submitted to The Technical Support Division Counter for department review and approval.
[] A County Recorded "Non-Fire Service Form" with property exhibit, must be provided for all Paradise Valley water meters and for any substandard water mains (example 2", 3", 4").
[] If the property is in an Impact Fee Area: commercial properties are required to submit form to calculate drainage fixture units. This applies to both water and sewer services.

Application for Water and Sewer Service Request
Outside City or Special Circumstances

'ALL FEES ARE SUBJECT TO CHANGE'

Thank you for your recent application for the water and/or sewer service within the City of Phoenix limits. Based upon the information provided, the following fees apply. Please review this information carefully.

Table with columns for Fee Name, Description, and a blank line for input. Rows include Water Resource Acquisition Fee, Water Development Fee, Water Impact Fee, Water Impact Admin Fee, Water Installation Fee, Water Repayment Fee, Construction Water Access (Taplist MO), Sewer Development Fee, Sewer Impact Fee, Sewer Impact Admin Fee, Sewer Installation Fee, Sewer Permit Fee, Sewer Repayment Fee, Sewer Repayment Admin Fee, and Paving Surcharge Fee.

TOTAL COST _____

Notes:

FOR OFFICE USE ONLY

- Property Records: Provide property records with APN, address, owner's name, quarter section
Full Services (tap and meter):
- Red card to customer
- If the main to be tapped is in right-of-way, generate exhibit for County/PV permit
- 2", 3", 4" water mains need authorization from Distribution and Collection
Meter Only: Verify the size and whether the tap is functional "hot"
- Tap List
- WCIS
- Field Investigation
Sewer Taps: Requires a contractor who is licensed to do work in the right-of-way
Paving Surcharge Contacts:
- Streets Department - 602.256.4335
- Paradise Valley - 480.348.3692
- County Streets - 602.506.8791



City of Phoenix

To: Residential Property Owners Requesting
New Water Service from the City of Phoenix

Date: _____

From: Mario Paniagua
City Clerk

Subject: ANNEXATION REQUEST

In conjunction with a request for new water service from the City of Phoenix to residential property which is outside of but contiguous to the existing corporate limits of the City, City Policy requires that a property owner request and agree to sign for annexation into the City. The owner of record or the designated representative must read and sign this annexation request. **This letter does not represent a commitment by the City of Phoenix to provide water service.** When this completed, signed and notarized request is received by the City Clerk Department, the City will initiate the annexation process and the Water Services Department will process your request for new water service to residential property. Water Services will notify you when all requirements have been satisfied and if water services will be provided.

If you have any questions regarding annexation, please contact the City Clerk Department, located on the 15th floor of City Hall, 200 W Washington Street, Phoenix, AZ, 85003, at 602-262-6837.

Annexation Request

I, _____, the owner, or the owner's designated representative, of the property legally described below, in consideration for becoming eligible for water service from the City of Phoenix, request annexation into the City and agree to sign an annexation petition when it is presented to me. Should I sell my property prior to the annexation petition being presented to me, I agree to bind the purchaser to this commitment.

Legal description of property: _____

Owner's Name _____ Parcel No. _____

Mailing Address _____

Telephone Number _____ Fax Number _____

Signature: _____ Date: _____
(Owner or Designated Representative)

Subscribed and sworn to before me this _____ day of _____.

(Notary Public)



City of Phoenix

To: Residential Property Owners Requesting
New Water Service from the City of Phoenix

Date: _____

From: Mario Paniagua
City Clerk

Subject: AGREEMENT FOR ANNEXATION

In conjunction with a request for new water service from the City of Phoenix to residential property which is outside the existing corporate limits of the City, City Policy requires that a property owner agree to sign for and support annexation of the property into the City at such time as annexation becomes feasible. The owner of record, or the designated representative, must read and sign an Annexation Agreement. This letter does not represent a commitment by the City of Phoenix to provide water service. When this completed, signed and notarized form is returned to the City Clerk Department, the Water Services Department will process your request for new water service to residential property. Water Services will notify you when all requirements have been satisfied and that water service will be provided.

If you have any questions regarding annexation, please contact the City Clerk Department, located on the 15th Floor of City Hall, 200 West Washington Street, Phoenix, Arizona 85003, at (602) 262-6837.

Annexation Agreement

I, _____, the owner, or the owner's designated representative, of the property legally described below, in consideration for becoming eligible for water service from the City of Phoenix, agree to sign a petition in support of annexation of the property into the City of Phoenix if and when it is presented to me. Should I sell my property prior to the City's annexation request, I agree to bind all future purchasers to this commitment. I am aware and agree that the City may charge a rate differential for water service outside the City limits.

Legal description of property _____

Owner's Name _____ Parcel No. _____

Mailing Address _____

Telephone Number _____ Fax _____

Signature: _____ Date: _____

(Owner or Designated Representative)

Subscribed and sworn to before me this _____ day of _____.

(Notary Public)



City of Phoenix
Water Services Department

NON-FIRE SERVICE ACKNOWLEDGEMENT

Property address or Location:

Total Acreage of Property _____

Parcel Assessor Number (APN#) _____

Legal Description (see attachment):

The City of Phoenix, a municipal corporation will provide domestic water service for the property upon application and payment of prevailing fees. The owner/developer acknowledges that the domestic water service to be provided to the property by the City of Phoenix does not provide for industry accepted fire flows, or that there are no fire hydrants available within 500 feet from property. The owner/developer further acknowledges that the City of Phoenix cannot provide adequate water volume and/or pressure to the property as may be necessary to fight fires which may occur within the property. Fire service by others may be available through a fire department or fire fighting service company. However, water supply for fighting fires for this property would need to be supplied and transported by these providers.

Developer / Owner Name: _____
(Please Print)

(Signature) Date

Attested by: _____ Notary Seal:

Attachment: Exhibit (check box if applicable)

c: Town of _____ Engineer
Maricopa County Planning Department

NON-FIRE SERVICE ACKNOWLEDGEMENT FORM PROCEDURES

1. Acknowledgement form must be filled out by the property owner/developer.
2. Attach an exhibit (8 ½ x 11) which will reflect a current accurate legal description of the property, as recorded on the current deed. If the parcel is a new lot split, the exhibit must also include a drawing of the land survey showing all lots and stamped by a registered land surveyor. The land survey must be approved by the Maricopa County Planning Department or the proper agency prior to the water service application. If water service is being requested for more than one lot, each parcel must have its own form with the correct parcel assessor number.
3. Property owner/developer is to record with the Maricopa County Recorder the Acknowledgement with all attachments and submit a copy of the recorded documents to the Water Services Department, Technical Support Counter Staff prior to requesting water service. If a development includes CC&R's, the developer must also record (or amend existing) CC&R's to include the suggested wording shown below, and submit a recorded copy of the new recorded CC&R's to the Technical Support counter staff prior to approval.

“The domestic water service to be provided to the property by the City of Phoenix does not provide for industry accepted fire flows, and therefore, the City of Phoenix cannot provide adequate water volume and/or pressure to the Property as may be necessary to fight fires which may occur within the property.”