

Pine Creek Canyon Domestic Water Improvement District ("PCCDWID")

Frequently Asked Questions (FAQs)

- 1. What type of legal entity is PCCDWID and how is it organized operationally?** PCCDWID was formed in 1996 by the developer of Portal IV that submitted a petition to the Gila County Board of Supervisors. As a domestic water improvement district, it is a municipality under the State of Arizona just like any other city or town. It operates as a special district under Arizona Revised Statutes Title 48. The members of the Board of Directors are public officers and subject to the same laws and practices as are other State, County, City, and Town elected officials. The Board members are elected for four year terms by the property owners, with two or three members selected every other year at the November elections. The Board operates under an updated adopted set of bylaws approved by the Board of Directors. The district is operated day-to-day by a hired District Manager that engages part-time system operators, service contractors, engineers, a hydrogeologist, and an administrative person.
- 2. Are the HOA and the water improvement District the same?** No, PCCDWID is a separate entity from the Home Owners Association which operates under statutes governing Home Owners Associations. The water district owns and is in charge of all water and sewer facilities, while the HOA is in charge of the rest of the Portal IV common areas.
- 3. Does the PCCDWID have adequate water supplies to reliably serve the community at full build-out?** Yes. With the addition of the new deep well in 2010 and the equipment upgrade to the shallow well in 2019, the District produces approximately 85 gallons per minute. With over 139 connections (about 74% of build-out) in 2024, the District regularly demands less than 12% of the production capacity. Wells are monitored monthly as to water depth, recovery rate after pumping, and pump efficiency. With the large tank and a backup generator capable of running the two wells and pump station all at one time, reliability of water flows is high.
- 4. Does the PCCDWID have adequate wastewater treatment capacity to reliably serve the community at full build-out?** Yes, in 2024 the District processes about 3,000 to 7,000 gallons per day. Treatment capacity is 18,000 gallons per day. Extra land is available inside the treatment facility for more equipment if ever needed. The percolation/evaporation pond is capable of any flow output from the processing equipment.
- 5. Is the District obligated to provide water and sewer services to all undeveloped properties within Portal IV?** Yes, as long as there is adequate water and wastewater resources and capacity. For any applicant other than an individual homeowner, the applicant for service needs to meet the formal interconnection policy of the District.
- 6. Is there any reasonable expectation that the water quality may change in the future?** No, fortunately the District is not in an area where agricultural, mining, or industrial pollutants are apt to influence water quality. Natural changes in rock and soil conditions are very slow to occur. No major regulatory rules over groundwater are expected to limit use of our wells. Only minor amounts of chlorine are added to the water.

- 7. What does the PCCDWID recommend to homeowners as water conservation measures?**
In our arid climate, we recommend a number of water saving tips. Please see the website under the “Documents” tab for suggestions related to water saving plants good for the Portal IV climate.
- 8. Should a homeowner shut off their water when leaving home?** The District recommends that each homeowner that is not a full-time resident shuts off the customer valve near the water meter (or if desired a valve in the garage or at the edge of the house) prior to departure. For shut down, the homeowners should never use the valve on the water meter. Homeowners should give clear written instructions as to shut-down or turn-on procedures to any guests using the home.
- 9. Can PCCDWID sell excess water or wastewater services to areas outside of the District’s boundaries?** Yes, with specific approval of the Board of Directors after they determine how any sales would affect services to the District members. In 2024, the District is using only about 12% of its water producing capacities and 25%-50% of its wastewater treatment capacity.
- 10. Why are PCCDWID service rates generally higher than major cities and towns and some other local communities?** Water and sewer systems have significant fixed costs, so larger systems have an ability to spread those costs over a larger base of customers. Additionally, the District has a higher quality and more reliable infrastructure than most other local systems since we have (a) high maintenance standards, (b) two wells, not one, in different aquifers (shallow and deep), (c) larger elevation differences requiring more pressure control valves and a pump station to move water to upper elevations, (d) a much larger storage tank with significant excess capacity, and (e) a major generator for backup power.