



NEWS

WINTER 2020

Friendly Customer Service Reminders

Office Hours

Walk-in: Mon - Fri 8:00a.m. - 1:00p.m.
Phones: Mon - Fri 7:30a.m. - 4:30p.m.

Reconnections

Payment must be made in our business office no later than 1:00p.m. in order to have service re-connected the same day. Office Hours are Monday – Friday, 8:00a.m. – 1:00p.m. Payments received after 1:00p.m. will be scheduled for connection the following business day. Technicians cannot accept cash or reconnect service until the office verifies received payment. Please do not call the answering service after hours. Failure to pay your bill does not warrant an emergency service call.

After Hours

If you request for Liberty Utilities to come to your residence during non-business hours, please be aware that unless it's an emergency, there is a \$35 + tax additional cost to you. Service fees will show on the next bill. To avoid this cost, schedule the visit between the hours of 8:00a.m. – 1:00p.m., Monday – Friday.


Stop Service

If you have to stop your service, please notify our office at least 2 business days in advance. This way we will have adequate time to process your request and make sure your service is stopped the day you need it to be.

Spring is Coming!

With spring around the corner, it's time to start planning for changes to your landscape watering. Here's a guide to help you determine how much water your landscape needs.

To check that your plants are getting the right amount of water, use a soil moisture meter or a long screw driver to test the soil. A soil moisture meter has a scale that tells how dry or wet the soil is. Depending on your plant, you can adjust your watering according to the reading on the meter. If you don't have a soil moisture meter, you can use a long screwdriver and plunge it into the soil to ensure the moisture is 6 – 10 inches deep. This will help to ensure the plants aren't overwatered.

 Landscape Watering Guidelines		
How Much & How Often		Days Between Waterings
Water to the outer edge of the plant's canopy and to the depth indicated. Watering frequency will vary depending on season, plant type, weather and soil.		Spring Mar - May
Trees	Desert adapted	14-30 days
	High water use	7-12 days
Shrubs	Desert adapted	14-30 days
	High water use	7-10 days
Groundcovers & Vines	Desert adapted	14-30 days
	High water use	7-10 days
Cacti and Succulents		21-45 days
Annuals		3-7 days
Warm Season Grass		4-14 days
Cool Season Grass		3-7 days

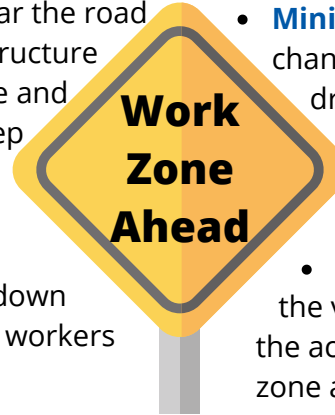


**Liberty
Utilities®**

Local and Responsive. We Care.

There can be construction near the road with maintenance and infrastructure improvements to provide safe and reliable water services. To keep everyone safe, when you see a work zone sign:

- **Drive with caution**, slow down and be aware of construction workers in the area.



- **Minimize distractions** such as changing the radio, eating while driving, or being on your cell phone. Yavapai County has banned handheld cell phones while driving.
- Stay at a **safe distance** behind the vehicle in front of you. Most of the accidents that occur within a work zone are rear-end collisions.

J.D. Power Customer Survey

We value your feedback and want to know how we're doing. Throughout the year, you may be invited via email to participate in a Customer Satisfaction survey, administered by our partner J.D. Power and Associates.

From **March 1st through March 21st** you may also access the survey directly by visiting this URL: libertyutilities.com/watersurvey.html. These surveys are an important tool that we use to measure our customer service experience. We encourage you to participate so we can ensure we are meeting or exceeding your expectations and if not, identify how we can improve.



If you have any questions about the survey, please don't hesitate to contact us.



Like Us! Follow Us!
Facebook:
@CordesLakesWater

DID YOU KNOW?

Did you know that all lots in Cordes Lakes have a utility easement around the periphery of the lot? This easement should not be built on as utilities use that space for laying utility lines. Here are some common Do's and Don'ts to keep in mind for utility easements.

DO	DON'T
Make sure technicians are able to have access to your water meter, the water main, and service lines.	Don't plant vegetation that restricts access to the water meter, the water main, or service lines.
Keep your yard well maintained.	Don't build fences, sheds, etc. on utility easements.

More information about your property's utility easement is available in the title report received when purchasing the property or you can review the County Records Records.

Customer Service:
928-632-5445
www.libertyutilities.com

Liberty Utilities
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