



Frequently Asked Questions about Application for Rural Water Service

Q: Why can't I wait until the Pipeline begins construction?

A: The construction may not be able to come to your area. The cost to construct a rural water pipeline is very expensive. A rural water system needs to average at least one user every two miles to be cost effective. If there aren't enough signups for an area, that area could be excluded from construction.

Q: Will rural water increase the value of my property?

A: In most cases it should. This is especially true in subdivisions or smaller acreage properties. REALTORS® tell us it is difficult or impossible to sell a home with poor quality water. In fact, some lending programs require the property be connected to a rural water system in order for a buyer to qualify for a loan if the cost to connect to rural water is less than 3% of the purchase price.

Q: Why should I sign up now if I have a good well?

A: Is your well going to continue to be good? Can you find water if your present well goes bad? Some wells have gone dry, and no amount of digging has found another vein.

Q: What if I don't sign up now, but want to later?

A: The cost of membership and the hookup fee will increase. You may have to pay the entire cost of running the pipeline from the main line to your property. Small diameter pipe will generally cost over \$10,000 per mile for installation. Customers who wish to wait to sign up until later also take the risk that capacity may not be available to add them on.

Q: What happens to my money if the pipeline can't serve me?

A: Until the pipeline is constructed, refunds can only be granted at the discretion of the Board of Directors of the Southwest Water Authority. The Good Intention fee is a non-refundable fee. However, if the area you are in is constructed and service cannot be provided because of excessive cost or easement issues, a partial refund will be issued to you at the end of the construction period. If it is determined that you can be included with the construction of another service area, you will be included in that project.

Q: Why doesn't the Southwest Pipeline Project run water to every farm in case they might need it someday?

A: There simply isn't enough money to do this. The Southwest Pipeline Project constructs the pipeline for some additional capacity, but it isn't possible to construct pipeline based on speculation.

Q: What happens if I want to pay the hookup fees, but not use the water?

A: The Water Customer Information and Agreement states that the customer agrees to pay the minimum for five years. After the five year term, if you wish to continue receiving service you continue paying the minimum fee. If you wish to discontinue service, you can permanently disconnect your service. At that point, the water could be sold to another customer with no guarantees that you would return service if requested at a later date. Minimum charges will begin when water service is available to you, whether water is used or not.

