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OUR PROMISE TO YOU

SRP is committed to excellent customer service and maintaining a cost-effective, safe and reliable water delivery system.

Call the SRP Water Contact Center at (602) 236-3333 to report an irrigation emergency, ask a question, or request a visit or call from a field services liaison.

We also welcome suggestions for improving our water delivery service.

We are here to help customers 24 hours a day, seven days a week.
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Irrigation is one of the reasons this part of the desert enjoys year-round recreation and agricultural success. SRP wants to make irrigation easy for you and your neighbors with this educational owner's manual. With this guide, we will:

- Provide irrigation customer information and explain your rights and responsibilities.
- Explain how irrigation works and the differences between the SRP system and neighborhood system.
- Guide you on how to order water.
- Provide helpful tips/FAQ and emphasize the importance of neighborhood cooperation.

In addition to the owner’s manual, every quarter we will send you the Irrigation newsletter. This SRP publication provides tips, timely information and other helpful news. It can also be found online at srpnet.com/water/newsletters.aspx.

Throughout this guide, you will find useful information to assist you in the irrigation process.

**SRP Overview**

SRP is composed of two organizations: the Salt River Valley Water Users’ Association (SRVWUA), which manages the water portion of SRP, and the Salt River Project Agricultural Improvement and Power District, which manages the electric portion of SRP.

The SRVWUA was formed in 1903 to develop water resources for the Salt River Valley. Association members pledged their lands as collateral for government loans to build and maintain the dams and canals necessary to deliver a dependable water supply to the Valley. Theodore Roosevelt Dam, constructed from 1905–11, was the first multipurpose project authorized under the National Reclamation Act of 1902.

**SRP’s Vision**

Customers find doing business with us to be rewarding, easy and pleasant. Innovative and cost-effective services inform our customers, enhance their convenience and help them to conserve money and resources. We build durable relationships by addressing the unique needs of our customers. Our tightly integrated operations provide reliable delivery of water and power and consistently accurate and timely service.
IRRIGATION CUSTOMER INFORMATION

Water customer responsibilities
You are responsible for getting water to your property from the SRP delivery gate at the scheduled time. Order only as much water as you need and contain all the water you order on your property. Water theft and flooding resulting in property damage could lead to a civil lawsuit.

Maintenance
Prompt repairs to the neighborhood system in your area help ensure uninterrupted water deliveries. If you and your neighbors cannot make repairs yourselves, contact a repair contractor for help. However, please let SRP know in advance so a dry-up can be scheduled to ensure there is no water in the system. When the repairs are complete, let SRP know so service can resume with the next possible water delivery.

Neighborhood associations
Many irrigating neighborhoods have formed neighborhood associations to promote teamwork, share expenses and discuss problems. These can be formal or informal homeowner associations or county-approved water delivery districts.

Irrigation Water Delivery Districts (IWDDs)
An IWDD is a group of adjacent landowners who enter into a cooperative relationship to handle the operation and maintenance of the neighborhood system. IWDDs are provided for under Arizona law. To learn more about forming a water delivery district, visit us online at srpnet.com/water/irrigation/deliverydistrict.aspx. If you would like a packet of information about IWDDs, please contact us.

Key homeowners
A key homeowner is a volunteer for the neighborhood or group of irrigators who helps SRP contact neighbors about events or situations requiring quick notification. These volunteers are also a great source of information about the neighborhood system.

- Delegate a key homeowner by asking for volunteers. An effective key homeowner enjoys working with neighbors and is knowledgeable and comfortable with the operation of the neighborhood system.
- If you would like to organize a neighborhood meeting or volunteer to be a key homeowner, please let us know. An SRP field services liaison is available to attend the meeting or explain the key homeowner program.

Commercial irrigators
Some neighborhoods hire commercial irrigators as a convenient way to handle their irrigation needs. These commercial irrigators place water orders, oversee water deliveries and often make repairs to the neighborhood system.
HOW IRRIGATION WORKS

Flood irrigation is the most cost-effective way to deep water your property. Yards are flooded with 2 to 3 inches of water, which penetrates the ground within about three hours.

Where does the water come from?
SRP brings water from the high country to the desert through a system of dams, lakes, canals, laterals, ditches, pipes and valves.

Most of your water originates from SRP’s 13,000-square-mile watershed, as rain and snow drain into the Salt and Verde rivers and collect in six lakes.

SRP’s system also includes about 267 deep-well pumps throughout the Valley that help supplement our surface water supplies.

From the reservoirs to your yard
Canal water is moved almost entirely by gravity.

After your water order is placed, we combine it with all other water orders from the Valley and release the requested amount of water from the storage facility. The water then flows into the seven main canals crossing the Valley.

An SRP employee known as a “zanjero” (pronounced sahn-hair’-oh) opens a gate to release the water from the canal into a system of smaller waterways called laterals. Laterals bring the water to a specific delivery point, where a zanjero opens SRP’s delivery gate, releasing the water into your neighborhood system.

From there, the system bringing water to your property is made up of open ditches, underground pipelines, control gates and valves. This system is owned, operated and maintained by those who use the system in your neighborhood. It is referred to as the “neighborhood system.” You and your neighbors are responsible for making sure all gates and controls are set properly to receive ordered water for the individual properties within your neighborhood.

If you are new to irrigation, the best way to learn about your neighborhood system is to talk to your neighbors. If you prefer, one of SRP’s field services liaisons will visit you for a walk-through of your neighborhood system. Call to request this free service.

By knowing your neighborhood system and how it works, you will be able to prevent and solve future problems. We encourage you to get to know your neighbors, because successful irrigation is dependent upon neighbors communicating and working together.

Basic Charge and Fees

- As a water rights landowner with SRP, you do not pay for water; it belongs to your land. The annual basic charge and fees help pay for water storage and for the construction, operation and maintenance of SRP facilities.
- Irrigated land is also charged an annual water delivery fee, which pays the administrative costs of servicing an active irrigation account.
- Many water customers use more than their base allocation during an irrigation year. There is an additional charge for this over-base allocation water use.
- Bills are issued in mid-November for the upcoming calendar year and are due the first week of December. Failure to pay your basic charge and fees by the due date will result in penalties and possible interruption in your water delivery.
HOW TO ORDER WATER

There are four basic steps in the irrigation process:

1. **Set up your account**

   All it takes is one simple phone call to us at **(602) 236-3333**. Once you’ve given one of our representatives your name and address, we’ll provide you with an account number and explain how to activate your account for the calendar year.

2. **Learn the neighborhood system**

   Talk to your neighbors before your first scheduled delivery day about how irrigation is handled in your neighborhood. This discussion should include whether individual property owners typically open and close gates or if a commercial irrigator is used. You should also check to make sure your berms are maintained and your property’s irrigation valve is operating properly.

   On delivery day, an SRP zanjero will open the SRP delivery gate to release water into your neighborhood. From there, it’s carried to your property through a series of ditches, channels or pipelines that are owned, operated and maintained by you and your neighbors.

   You may also contact us to request a map of your neighborhood system or schedule an appointment with one of SRP’s field services liaisons to learn more about irrigation. These services are available at no cost.

3. **Sign up for water**

   There are three ways to order water: online, by calling us at **(602) 236-3333** and through the Recurring Order Program.

   There are important subdivision dates that contain information specific to your subdivision:

   - Deadlines for ordering water online or by phone
   - The date when the published irrigation schedule will be available

   When the published irrigation schedule is available, you may go online or call us to get the exact date and time of your water delivery.

   Please keep in mind your delivery could begin as early as the following morning of the “schedule available” date.

   For more information on water availability and how much to order, see the Irrigation FAQ section on pages 6–7.

4. **Receive water delivery**

   Take note of who is scheduled to receive water before and after you on your scheduled delivery date.

   About 30 minutes before your water is scheduled to arrive, look around your neighborhood and check all standboxes to make sure the gates are set properly. **Any water listed as ditch time immediately prior to your scheduled time is your responsibility to manage.**

   At your scheduled time, open your yard valve or port cover in your ditch.

   If water is late, check with your neighbors to determine the possible cause. If water is running early, you can notify the next neighbor on the schedule to pick up a little early. This helps prevent flooding and is helpful to your neighbors.

   At the end of your scheduled time, make sure to close your valve or replace the port cover in your ditch.

   If you prefer not to self-irrigate, you can hire a commercial irrigator to handle your irrigation needs. Commercial irrigators order water, oversee water deliveries and can often make repairs to private systems.

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Try SRP’s Water mobile app, online services

SRP’s Water mobile app and My Account online services offer many benefits for customers who want information at their fingertips and access to their account around the clock.

They provide quick and easy ways to place or cancel water orders, check order status, view schedules, enroll in programs and much more.

To download the SRP Water mobile app, go to srpnet.com/waterapp or visit the Apple App Store or Google Play.

To set up online services, visit myaccount.srpnet.com/sso/accountsetup.
Helpful Tips

• If your yard has not been irrigated for many months, consider aerating before irrigating to allow water to penetrate the soil more efficiently. A properly graded and well-aerated yard should have between 2 to 3 inches of standing water, which should penetrate the ground within about three hours.

• Regularly maintain your yard valve or port and keep it tightly closed when not scheduled for irrigation.

• Make necessary repairs to your neighborhood system as soon as possible to prevent water loss, flooding and avoid a suspension of irrigation service.

• Clean grates in your system before and during water delivery.

• Make sure ditches are clear of weeds and other obstructions. Water flows more efficiently if ditches are free of weeds and grass. It is a good idea to mow your grass a day or two before receiving water.

• Keep yard berms built up high enough to contain all water ordered on your property.

• Avoid flooding and wasting water by ordering only the amount that can be contained on your property.

• Always check all standboxes in the neighborhood system to ensure the entire system is set properly.

• Have sandbags available to alleviate the effects of flooding.

• Please try to take your water even if it rains, since water can’t be sent back up the canal. The best solution is for you and your neighbors to share as much of the water as possible. When every yard in your subdivision is full, call us to turn off the water.

• Get to know your neighbors, have telephone numbers handy to save legwork, and offer/ask for assistance when problems arise or there is a water scheduling conflict (vacations, illness and work hours).

• If you have a water emergency, ask your neighbors for help or call us.

IRRIGATION FAQ

When is water available?

SRP schedules subdivision deliveries approximately every 14 days during the summer and every 28 days during the winter, except during the annual canal maintenance period when no deliveries are scheduled. Water is delivered 24 hours a day, seven days a week, including holidays.

As to when water will be available in your neighborhood, SRP offers a list of important subdivision dates which is specific to your area. This list includes order deadlines and when the schedule is available for viewing. To access this list, go to water.srpnet.com/QuickView/Schedule, enter your account number and select “View Subdivision Dates.” The list is also available via My Account.

How much should I order?

Water can be ordered in five-minute increments up to your maximum allocation, which is determined by your property’s acreage. The length of time most frequently ordered in the past may serve as a guideline for the amount to order. You can also ask neighbors who have a similar yard size and landscaping.

What if I don’t want water?

It is extremely important to cancel or modify water orders before the deadline to prevent flooding. To cancel or modify, call us or log in to My Account and select “skip my next delivery.”

What if I forget to order water?

Call us. We may be able to accept a last-minute telephone order if the schedule has not been finalized.

What if my water is running early or there is too much?

If water is early, contact the neighbors who follow you to see if they can take on excess water. If there is too much to share, call us and we will dispatch the zanjero to turn the
water off at the SRP delivery gate. It may take several
minutes before they arrive and the SRP delivery gate can be
turned off.

What if there is neighborhood flooding?
Call us or log in to My Account and view the schedule to
determine who is scheduled to be taking the water. If you
cannot reach that person, call us immediately.

What if there’s not enough water or it’s late?
If you are the first or second property in the subdivision
scheduled to receive water and it appears there is not
eough water coming through the SRP delivery gate, please
call us at (602) 236-3333. A zanjero will be dispatched to
measure the amount of water being delivered to the gate
and then make any necessary adjustments.

However, if you are the third property or later in the
subdivision scheduled to receive water and it is late or there
is inadequate flow, the private neighborhood system should
be checked first before calling SRP. This includes checking
from your property all the way back to the SRP delivery
gate to ensure all gates/ports, controls and yard valves are
set properly and not leaking. If set correctly and no leaking
is detected, immediately call us at (602) 236-3333 so we
can look into any reported issues occurring in your
neighborhood which could be causing a water shortage.

If you are unfamiliar with how to check your system
back to the SRP delivery gate, a representative can walk
you through it over the phone. Or, if necessary, we can
schedule an appointment to have a field services liaison
come out at a later date for an irrigation system overview
and walk-through.

For additional information, private system maps of your
subdivision are available online at My Account. You can
also call us at (602) 236-3333 to request a map.

What if my irrigation line or valve breaks?
Immediately contact your neighbors and ask them to open
their irrigation valves. This will relieve the water pressure to
slow or prevent flooding to your property or street. You may
be able to make a temporary repair by placing a sandbag
at the point of the break. If both of these steps have been
taken, call us and we’ll try to reroute the water so others in
the neighborhood may still receive water. We’ll then try to
notify all the affected customers. If water must be turned off,
a field services liaison may follow up and send a repair or
suspension notice.

For more information about neighborhood irrigation system
care or tips on valve and gate maintenance, see pages
8–9.

What if I have a problem with a neighbor in the
irrigation process or they’re taking my water?
No one likes problems that threaten a good neighborhood
relationship. If you do have a problem, try talking
with the neighbor to work things out, and if that doesn’t
help, contact us.

SRP offers free mediation services to help reach a mutually
agreeable outcome, improve neighborhood relations, avoid
expensive litigation or arbitration costs and eliminate future
problems from arising. For more information about this
service, call (602) 236-2196 or visit srpnet.com/about/
dispute.

What if I have a problem with
a commercial irrigator?
Commercial irrigators are independent contractors
and are not employed by SRP. If a problem arises with
your irrigator, you and your neighbors should work with the
irrigator directly or consider hiring someone else. Helpful
hiring tips are available at srpnet.com/water/irrigation/
commercial.aspx.
NEIGHBORHOOD IRRIGATION SYSTEM CARE

A successful irrigation system requires neighbors to work together, not just on water delivery days but throughout the year, to care for and maintain the private neighborhood irrigation system. Neighborhoods may receive inadequate deliveries if private irrigation systems are leaking, have fallen into disrepair, are causing uncontrolled flooding and damage to properties, or are obstructed by debris or other materials.

Damages to the neighborhood system, including damage to ditches, irrigation pipelines and gates, are also the responsibility of neighborhood irrigation system users. Neighbors must work together to fix these problems. SRP does not make repairs to the neighborhood system. Should you and your neighbors encounter damage you are unable to fix, consider contacting an irrigation repair contractor to make repairs.

Ditch maintenance

Organizing regularly scheduled neighborhood ditch cleanup days can reduce maintenance time and spread the workload equally among customers. Ditches should be cleared of grass, weeds and debris, with the bottom shoveled out 2 to 3 inches lower than the bottom of the head gates or pipe. Additionally, ensure trash grates are properly installed where open ditches flow into a pipeline.

SAFETY TIP: Uncovered standboxes pose a safety risk for curious children and animals and should be covered at all times. Covering the boxes also prevents debris from entering the system.
Irrigation valve and gate maintenance

You and your neighbors are responsible for maintenance and repair of neighborhood irrigation gates. Individual property owners should also ensure their irrigation valves are in good condition and their berms can sufficiently contain water within their property’s boundaries.

Like any mechanical device, the irrigation valve on your property is subject to wear and can eventually become damaged. Making prompt repairs is the property owner’s responsibility and is essential to keeping your neighborhood’s irrigation system functioning properly.

There are several steps you can take to make sure your valve is in good condition and ready to receive irrigation water:

1. Make sure valves are installed correctly and not upside down. The side with the rubber gasket should be facedown to create a seal against the supply pipe.

2. Ensure the stem is long enough. When the valve is completely open, the opening should be about the height of four fingers stacked together. If the opening is not high enough, or the stem is bent, replace the valve.

3. Test the sealing gasket to make sure it is in good condition. If you press your thumbnail into it, the rubber should return to form.

If you notice any of the following, your valve is in need of repair:

- Water is leaking from the top, even when the valve is closed.
- The top is visibly broken or cracked.
- The cover is missing.
- The concrete around the valve is cracked.

If your valve is broken, attempt to make temporary repairs – if possible – until a permanent replacement can be made. Place sandbags around the point of the break or around at-risk areas on your property to protect against flooding.

Call us when these steps have been taken. If the break occurs near a scheduled irrigation delivery, we may be able to divert it so others in your neighborhood can still receive their water.

Tips for building good irrigation berms

When irrigating, it is important not to let the water run off your property and go to waste. Water loss frequently occurs because a berm is too low to contain the flow or the water pressure has weakened the berm and created an opening.

Generally, your berms should be twice the height of the amount of the water you are receiving.

The following tips can help improve your berms and prevent water loss and waste:

- Shovel dirt on the berm area needing repair.
- Mist the dirt with a fine spray of water and then pack the dirt down gently with a shovel, a roller or your feet.
- Repeat the process until your berm is high and solid enough to contain all the water ordered within your property boundaries.
- Spread grass seed along the berm to help prevent soil erosion.

If you need extra dirt, construction sites and pool companies are a good place to ask for excess available dirt for your use.

If you do not wish to build or repair the berms yourself, an irrigation contractor may be able to assist.
IRRIGATION TERMS

14-day and 28-day schedule
SRP schedules subdivision deliveries approximately every 14 days during the summer and every 28 days during the winter, except during the annual canal maintenance period when no deliveries are scheduled.

Berm
An earthen ridge that encircles and holds water on irrigated property.

Breather pipe or valve
A breather pipe or valve is a tall pipe or valve at the end of a pipeline that allows air to escape when the pipeline is filling with water. Pipelines that have no method of relieving this air pressure can be dangerous and could damage the system.

Canal-Lateral-Gate (C-L-G)
The delivery path of the water for your account. The C-L-G is represented with a specific number sequence. The first numbers within this sequence refer to the canal used to deliver your water, the second set refers to your specific lateral and the third set refers to your irrigation delivery gate.

CFS - Cubic Feet per Second
This is the measure of how much water is flowing past a certain point in one second. One CFS=448 gallons per minute=40 miner’s inches.

Cycle or cycle day
SRP’s system of grouping subdivisions together to help schedule irrigation deliveries in a more efficient manner.

Delivery gate
An SRP delivery gate is an opening in the side of a ditch or pipe that controls the discharge of water into a secondary system. The SRP delivery gate is the end of the SRP system and the start of the neighborhood system. SRP delivery gates are marked with the SRP logo and location numbering.

Ditch sequence
SRP assigns a sequential number to each irrigation account in a subdivision. This number, known as a ditch sequence, determines your place on the irrigation schedule.

Ditch-time
Ditch-time is the SRP-determined length of time it takes for water to travel from one point to another within the neighborhood system.

Gauge, staff gauge or weir
This instrument is used to measure the flow of water past a certain point.

Head or head-size
Head is referred to as the quantity of water ordered and delivered to irrigation customers. Head-size is measured in miner’s inches.

Maximum allotment
The maximum amount of time your account is allowed to order for each subdivision run.

Miner’s inch
Miner’s inch is a standard flow rate used for most SRP deliveries. In Arizona, one miner’s inch equals 11.22 gallons per minute.

On order
On order is the term SRP uses to indicate the correct amount of water is being delivered at the SRP delivery gate.
Short head
A short head occurs when the flow rate from the SRP delivery gate is less than what was scheduled.

Standbox or standpipe
These structures contain the gates and valves that divert the water in the neighborhood irrigation system.

Strong head
A strong head occurs when the flow rate from the SRP delivery gate is greater than what was scheduled.

Townsite
Townsite lands operate under a special contract that provides a limited amount of water annually based on the lands’ historic water rights. Townsite account numbers begin with 095xxxx and operate on a water balance basis.

Water balance account
Subdivision accounts larger than 1 acre and townsite accounts operate on a water balance basis. The annual amount of water available to each water balance account varies based on the specific water rights assigned to the land. Water balance accounts receive a monthly water statement that provides a detailed summary of their annual water entitlement and water use.

Zanjero
Zanjero (pronounced sahn-hair’-oh) is a Spanish term meaning ditch-rider. Zanjeros are the SRP field employees who regulate and measure irrigation flows in the SRP water distribution system, including the operation and measurement of the SRP delivery gates.

Visit us online at srpnet.com to learn more about:

- SRP history and general information
- SRP and the environment
- SRP leadership
- Online services
- Irrigation service territory map
- Information on how to form a water delivery district
- Canal/dam information
- Lake levels
- White amur weed-eating fish
- Underground storage projects
- Water management
- ... and much more

SRP Legal Disclaimer
Fair and efficient distribution and use of water beyond the main structure from which SRP releases the water for end use is the responsibility of water users. SRP has no authority to intervene in disputes among customers, irrigators and property owners over access to water or private water delivery facilities. Ultimate resolution of some disputes may require resorting to lawyers, courts or other experts. SRP cannot and will not advise parties regarding their legal rights, which will depend upon the facts of each and every dispute. What is most often the case is that each party involved has rights and corresponding obligations, requiring a balancing of interests to reach an accommodation that is fair to all.
Delivering water and power.™

srpnet.com

SRP WATER CONTACT CENTER

(602) 236-3333 • 24/7