

RESIDENTIAL IRRIGATION OWNER'S MANUAL



Delivering water and power®

SRP Water Contact Center

(602) 236-3333 — Available 24/7

Visit us online at srp.net/irrigation.

Account number: _____ Subdivision: _____

Canal: _____ Lateral: _____ Gate: _____ Head Size: _____ Max Order: _____

Commercial Irrigator: _____ Phone: _____

Key Homeowner: _____ Phone: _____

IWDD Trustee 1: _____ Phone: _____

IWDD Trustee 2: _____ Phone: _____

IWDD Trustee 3: _____ Phone: _____



Delivering water and power®

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 are here to help customers 24 hours a day, seven days a week.

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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. Place a water order

There are multiple ways to order water: online by creating an SRP My Account™ profile, downloading the SRP Water app™ or signing up for the Recurring Order Program. You can also order over the phone by calling the SRP Water Contact Center at **(602) 236-3333**.

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

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

Once the 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 that your order could begin as early as the following morning of the "schedule available" date.

4. Receive water delivery

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

Right before your scheduled time, 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. At the end of your scheduled time, make sure to close your valve or replace the 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.

If you prefer not to self-irrigate, you can hire a private commercial irrigator to handle your irrigation needs. Commercial irrigators order water, oversee water deliveries and can often make repairs to private systems. 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 srp.net/irrigationrepairs. SRP expresses no recommendation for or against any person or entity.

For more information on water availability and how much to order, see the **Irrigation FAQ section**.



Welcome to SRP Irrigation

Irrigation is one of the reasons the Valley enjoys year-round recreation and agricultural success. At SRP, we want to make irrigation as easy as possible for you and your neighbors.

If you have questions or run into a problem, call the SRP Water Contact Center at (602) 236-3333. We're here 24 hours a day, 365 days a year.

Each quarter, you'll receive our irrigation newsletter filled with seasonal updates, helpful tips and more. You can find the latest edition online at srp.net/irrigationnewsletters.

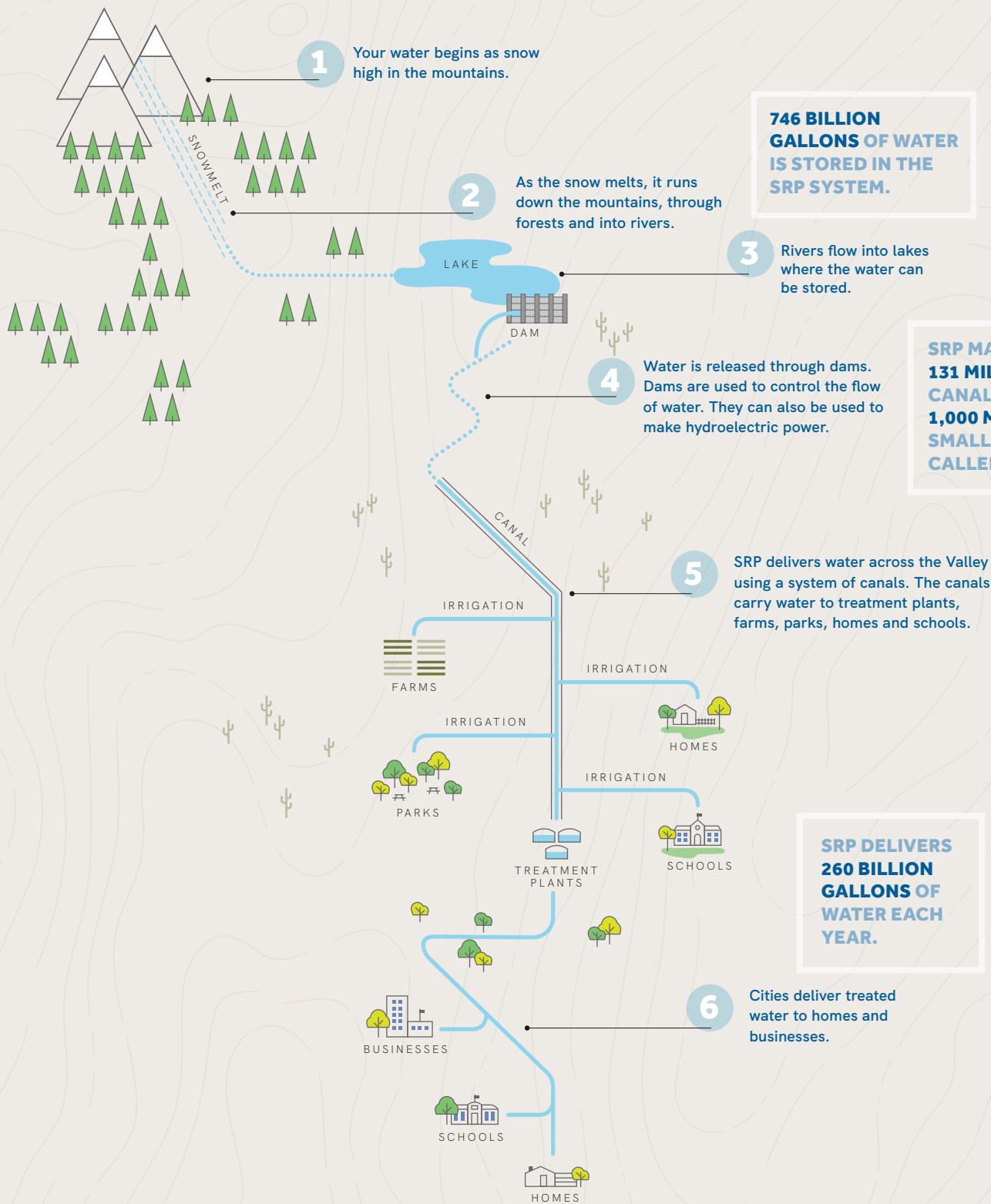
Flood irrigation is a cost-effective way to deep water your property. Land is flooded with 2 to 3 inches of water that soaks into the ground, usually within a few hours. This method of watering allows trees and plants to grow strong, deep roots.

Find more information and resources online at srp.net/irrigation.



Where Your Water Comes From

SRP delivers water throughout the Valley using a system of canals and waterways. The journey begins high in the mountains, on the SRP watershed, where rainwater and melted snow collect in our reservoirs. Water released from our reservoirs flows down the Salt and Verde rivers and into a system of canals, ditches, pipes and valves.



What's a Watershed?

A watershed is an area of land where rainwater and melted snow all drain to the same place. There are three watersheds that feed the Salt and Verde rivers, which flow into SRP-managed reservoirs. These lands, made up of 8.3 million acres of forest, are the main source of the water that people in the Valley use every day. To learn more, visit srp.net/watervideos.

When Roosevelt Dam was completed in 1911, it was the largest masonry structure in the world and the reservoir was the largest human-made lake in the world.

SRP WATERSHED AREA

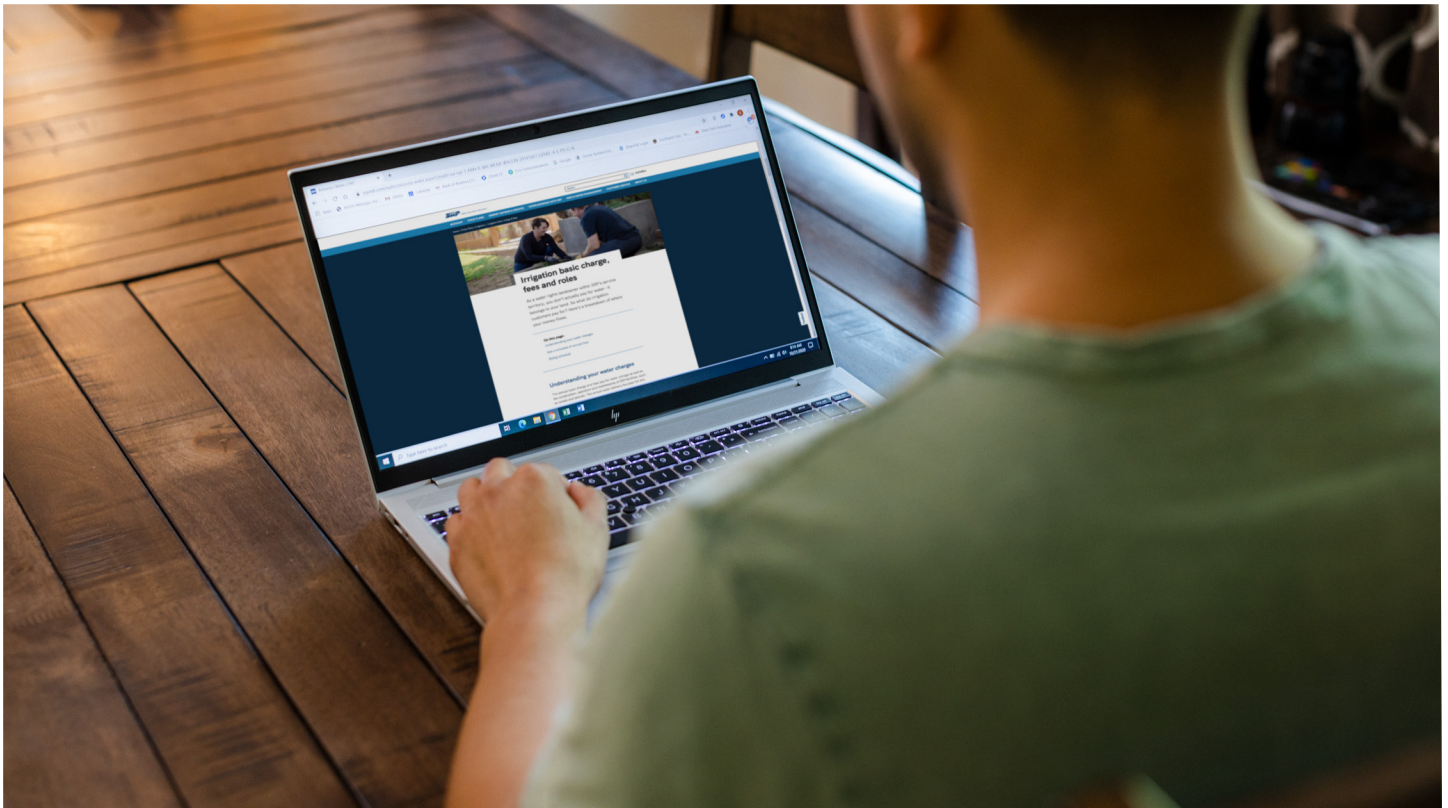


Basic Charge and Fees

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.

If you use more than your base allocation during an irrigation year, an additional charge will apply. 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.

Visit srp.net/waterpricing to learn more.



Try the SRP Water app™, Online Services

SRP Water app and SRP 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 app, go to srp.net/waterapp or visit the Apple App Store or Google Play.

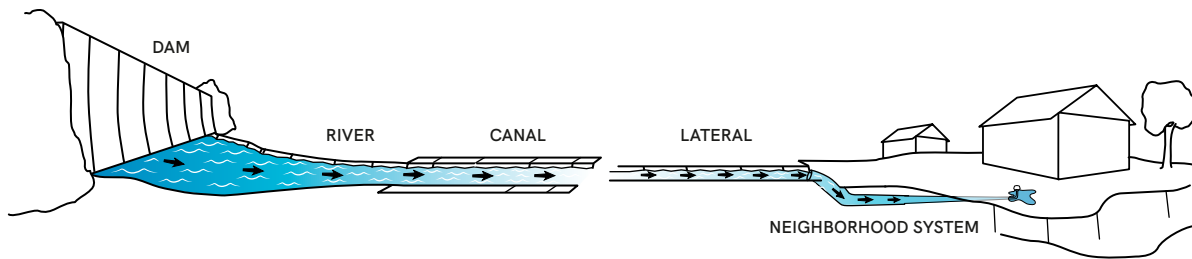


To set up online services, visit srp.net/myaccount.

The SRP System

Canal water is moved almost entirely by gravity. After you place your water order, we combine it with all other orders across the Valley, then release the total amount of water from one of the storage facilities. The water then flows into the seven main canals across the Valley. Groundwater from deep wells helps supplement surface water supplies as needed.

An SRP employee known as a “Zanjero” (pronounced sahn-hair’-oh) will open a gate to release water from the canal into a smaller set of waterways called laterals. Laterals bring water to various delivery points where a



Zanjero will open SRP’s delivery gate, releasing the water into your private system.

Annual Canal Maintenance

For a period of time during the fall and winter, SRP may close off sections of the canal system for maintenance and repairs. The canals are dried up, and trash and debris are removed. SRP does not typically deliver water during this time. Exceptions can be made for emergency critical crops, such as livestock or large-scale agricultural operations, but water deliveries for non-critical crops cannot be guaranteed. Visit srp.net/canaldryup to learn more.

Your Private System

The private irrigation delivery systems that are used to deliver water to active irrigation customers can vary and are not owned, operated or maintained by SRP. Often, these systems are made up of a variety of irrigation structures, such as ditches, pipelines, standpipes, berms and valves that are used to deliver water from the SRP delivery gate to your property.

SRP provides irrigation water to the SRP delivery gate at the high point of the quarter section. SRP’s responsibility to monitor irrigation water or maintain irrigation systems ends after the water has been delivered to the SRP delivery gate. Once the water enters the private irrigation system, it becomes the responsibility of the irrigation customers. Note that irrigation water is not treated prior to delivery and is not suitable for human consumption.

Irrigation customers are responsible for installing, operating and maintaining the irrigation system from the SRP delivery gate to their respective properties. Additionally, property owners must provide reasonable access to all irrigation control structures.

SRP cannot authorize any construction or maintenance within a private irrigation system. If a private irrigation system is disturbed or damaged during maintenance or construction, the involved parties must restore or replace

If you’re new to irrigation, the best way to learn about your system is to talk with your neighbors. You can also call the SRP Water Contact Center to schedule a free walkthrough of your system with an SRP Field Services Liaison. Visit srp.net/irrigationhelp for more information.

the system to ensure unobstructed water deliveries to irrigation users.

Shared Private Irrigation Systems

Some private systems are shared amongst many irrigation customers who receive water from the same SRP delivery gate. The ditches and pipelines that bring water to each property are part of a private system that is owned and cared for by people in your area.

It’s up to you and your neighbors to look after the system and make sure it’s ready on water delivery day.

We encourage you to get to know your neighbors and your system. Irrigation is a valuable service that depends on good communication and teamwork.

Irrigation requires neighbors to work together, not just on water delivery days, but all year long to care for their private system. It's up to you all to maintain your system and make prompt repairs; this is essential to prevent delivery interruptions, flooding and property damage. SRP does not make repairs to private systems. For a list of supply companies, visit srp.net/irrigationrepairs or call the SRP Water Contact Center. Although not endorsed by SRP, SRP can also provide a list of contractors upon request.

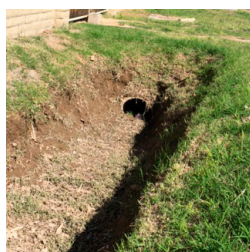
Check your system often for broken pipes, gates and valves. If you notice a problem, talk with your neighbors and make plans to have it fixed. We suggest scheduling a cleanup day when neighbors can clean grates and ditches and repair pipes and valves together. This way, the work gets done faster and costs get shared. If repairs or cleanup require a dry system, visit srp.net/contactirrigation or call us for assistance. Another option for handling system upkeep is to form an Irrigation Water Delivery District (IWDD). To learn more about this option, visit srp.net/IWDD.

Other Irrigation Systems

In some instances, there are private irrigation systems that are not shared by multiple customers. These systems are the responsibility of the irrigation customer. This includes installation, maintenance and operation. If you do not share a system with other irrigation customers, please contact SRP for questions, tips and tricks or to schedule a dry-up request for system maintenance.

Ditches and Grates

Clean ditches and grates help your water delivery run smoothly. Keep any ditches and grates that lead to your property clear of trash, plant growth and debris. We also recommend cleaning your grates before and during water delivery to prevent flooding. Slip form and dirt ditches are some of the types of ditches you may encounter in your private system.



Slip form ditches should be free from cracks or missing sections of concrete where water could seep behind the concrete, causing further damage and water loss. These types of ditches must also be high enough to contain all

the water being delivered. Ditch checks, which are typically panels that can be positioned to direct water flow in ditches, should be free of rust holes and tall enough to contain the water with seals that are pliable. Seals that are hard, cracked or broken could lead to further water loss. Mechanisms to operate roll-up ditch checks should move freely when operated.

The ditch must be high enough to contain all the water being ordered and delivered.

Valves, Gates and Ports

Like any piece of equipment, valves, gates and ports can become damaged over time. It's a good idea to check them often to make sure they're in good shape and ready on water delivery day.

When checking valves:

- Steel caps should be one whole piece and should be replaced if there are breaks, cracks, chips or missing pieces.
- Rubber gaskets and seals should be pliable, not hard, cracked or broken.
- Stems should be straight; the nut should be fully tightened against the valve and top of the stem.
- Webbing or valve-housing should be free of damage, pitting and rusting.



For more information, visit srp.net/irrigationvalves.

Gates and toggle-gates:

- Gates and toggle-gates should open and close freely when positioning the gate.
- The stem should not come off during operation.
- The seal ring behind the gate should be in new condition and should extend past the opening to the gate to ensure a good seal.



Scan the QR code to view valve management videos.

Ports:

- Ports should be free from rust and holes.
- Ensure the port is not cracked, broken or missing pieces.
- Port should not have a gap between steel plate and seal ring.
- Seal rings should extend past the opening of the irrigation pipe to ensure a good seal.
- Port should be clear of dirt and debris.



Berms

When irrigating, it's important to not let water run off your property and go to waste. Water loss often happens when a berm is too low or has eroded. Here are some tips for improving your berms to prevent water loss and waste:

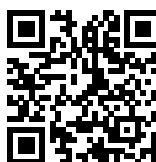
- Berms should be 12 to 18 inches wide and 3 inches higher than the maximum amount of water that the property will hold.
- Shovel dirt onto weak areas of the berm. Be sure to use dirt that can be easily compacted; soil with rocks, bricks and tree limbs does not make good berms since the dirt will not compact easily.
- Mist the dirt with a fine spray of water, then pack the dirt down gently with a shovel, roller or your feet.
- Repeat the process until your berm is high and solid enough to hold all the water ordered within your property limits.
- Spread grass seed along the berm and inspect berms frequently to help prevent and fill in any soil erosion.
- Block walls are porous, and they should either be sealed or have an adjacent berm to keep the water from flowing through them. Over time, water may cause damage to block walls.
- There are times when gophers can create damage to berms and yards. If gophers are prominent in your area, be sure to inspect and repair your yard prior to each water delivery to help ensure efficient irrigation.
- If you need extra dirt, try reaching out to construction sites and pool companies. For help building or repairing berms, contact an irrigation contractor.

Safety tip:

Uncovered standboxes pose a safety risk to curious children and animals. Standboxes should be covered at all times. This also helps keep debris out of the system.

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. SRP delivers untreated, raw water. SRP neither warrants nor guarantees the quality of water delivered through its distribution.



Scan the QR code to view a video about berms.

Irrigation FAQ

How often is water available?

During the summer (April–September), SRP schedules water deliveries to neighborhoods about every 14 days. In the winter (October–March), it's every 28 days, 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.

SRP offers a list of important dates for every irrigating neighborhood. The list includes delivery days, the deadline to place your water order and the date when the irrigation schedule will be available.

Call **(602) 236-3333** or visit SRP My Account to learn when water will be delivered to your neighborhood and the deadline for placing an order.

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 and water rights. The length of time most frequently ordered in the past is a good place to start. You can also ask neighbors who have a similar yard size and landscaping.

What if I need to cancel or change a water order?

It's important to cancel or change water orders before the deadline. Late changes or cancellations can cause flooding. To cancel or change an order, call **(602) 236-3333** or visit SRP My Account.

What if I forgot to order water?

Call us at **(602) 236-3333**. We may be able to accept a last-minute order over the phone if the watering schedule has not been finalized.

What if I get too much water before my scheduled time?

If you get water before your scheduled time, talk to the next scheduled neighbor to see if they can accept a little more water. If the water is more than they need, call us at **(602) 236-3333**. We'll send a Zanjero to turn off the water at the SRP gate. It may take several minutes for them to arrive and close the gate.

What if there's a flood problem in my neighborhood?

Call **(602) 236-3333** or visit SRP My Account to learn who should be taking water. If you can't reach that person, call SRP back right away.

What if I don't get enough water or I don't get it on time?

Please check your neighborhood system to ensure everything is set properly to receive water before calling SRP.

If your neighborhood system and structures are set correctly and you don't find any leaks, call us at **(602) 236-3333**. We can check to see if any problems have been reported in your neighborhood or we'll send a Zanjero to measure the amount of water being delivered.

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. If needed, we will shut off the water at the SRP delivery gate or we'll try to reroute the water so others in the neighborhood may still receive water. If the delivery must be canceled, we'll notify all the impacted customers. A Field Services Liaison may follow up and send a repair or suspension notice so that repairs may be coordinated between neighbors.

What if I have a problem with a neighbor in the irrigation process or they're taking my water?

Please contact our Water Contact Center at **(602) 236-3333** and request to speak with one of our Field Services Liaisons. If they are unable to resolve the issue, they may refer you to our SRP Ombudsman office.

For more information about this service, visit srp.net/ombuds. Contact SRP's Ombudsman office at ombuds@srpnet.com or call **(602) 236-2196**.

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 srp.net/irrigationrepairs.

Glossary

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.

AF: Acre-foot or acre-feet. The amount of water needed to cover one acre of land with one foot of water. One acre-foot = 43,560 cubic feet, or 325,850 gallons.

Berm: A dirt ridge that encircles and holds water on irrigated property.

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

Canal-Lateral-Gate (C-L-G): Represented by a sequence of numbers, the C-L-G shows the delivery path of your water. The first number in the sequence refers to the canal used to deliver your water, the second refers to the lateral used, and the third refers to your irrigation delivery gate.

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. 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 srp.net/irrigationrepairs.

Cubic feet per second (CFS): A measure of how much water flows past a certain point in one second. One CFS = 448 gallons per minute = 40 miner's inches.

Delivery gate: An opening in the side of a ditch or pipe that controls the flow of water into a secondary system. The SRP delivery gate is the end of the SRP system and the start of a private system. These gates are marked with the SRP logo and location number.

Ditch time: The length of time it takes for water to travel from one point to another within a private irrigation system.

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

Head or head size: The amount of water ordered and delivered to irrigation customers, measured in miner's inches.

Irrigation Water Delivery District: An Irrigation Water Delivery District (IWDD) is a county special taxing district that provides an easy way to collect funds for maintenance and repairs for your neighborhood flood irrigation system. When challenges arise, your IWDD trustees are there to support the delivery of flood irrigation. Your IWDD trustees coordinate the maintenance and repairs of the private irrigation system. IWDD trustees with SRP to provide support to new and existing homeowners, including system education. SRP's Assisted Irrigation Delivery District (AIDD) program helps customers establish an IWDD and aims to ensure the longevity of the neighborhood private irrigation system. To learn more, visit srp.net/IWDD or email iwdd@srpnet.com.

Key homeowner: A volunteer for a neighborhood or group of irrigators who helps SRP contact neighbors in situations that require fast communication, such as floodings, short head reports or water deliveries running ahead of schedule. These volunteers are also a great source of information about the private system in your area. Designate a key homeowner by asking for volunteers. An effective key homeowner enjoys working with neighbors and is knowledgeable and comfortable working with your private system. If you would like to organize a neighborhood meeting or volunteer to be a key homeowner, reach out to SRP. Our Field Services Liaisons are available to attend meetings and can explain the key homeowner program.

Maintenance: Prompt repairs to your private system help ensure that water deliveries aren't interrupted. If you or your neighbors cannot make repairs yourselves, contact a contractor for help. It's important to let SRP know about repairs in advance so that a dry-up can be scheduled. This ensures that no water will be in the system. You'll also want to let SRP know when repairs are complete so that service can be scheduled to resume.

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

Miner's inch: A standard flow rate used for most SRP deliveries. In Arizona, one miner's inch equals 11.22 gallons per minute.

Glossary (continued)

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 Irrigation Water Delivery Districts.

On order: The term SRP uses to indicate the correct amount of water is being delivered at the SRP delivery gate.

Short head: The term SRP uses to indicate when the flow rate from the SRP delivery gate is less than what was scheduled. In the event of a short head, make sure your private system is set correctly and call SRP during your scheduled delivery time for help troubleshooting.

SRP responsibilities: SRP brings irrigation water to the SRP delivery gate. On delivery day, an SRP Zanjero will operate the delivery gate.

Standbox or standpipe: Structures containing gates and valves that divert water into a private irrigation system.

Strong head: The term SRP uses to indicate when the flow rate from the SRP delivery gate is greater than what was scheduled.

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

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.

Zanjero: (pronounced sahn-hair'-oh) A Spanish term meaning ditch-rider. SRP Zanjeros are field employees who control and measure irrigation flows within the SRP water distribution system. These employees operate SRP's delivery gates.

Helpful Links

Irrigation Customers

- Online information and resources: srp.net/irrigation
- Annual basic charge and fees: srp.net/waterpricing
- Seasonal newsletter: srp.net/irrigationnewsletters

SRP System & History

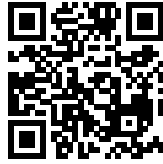
- Canal dry-ups: srp.net/canaldryup
- SRP water delivery system (video series): srp.net/watervideos
- SRP history: srp.net/history

Irrigation System

- Irrigation system help: srp.net/irrigationhelp
- Irrigation repairs: srp.net/irrigationrepairs
- Valve maintenance: srp.net/irrigationvalves
- Forming an Irrigation Water Delivery District: srp.net/IWDD



Scan the QR code to get started with SRP irrigation or visit srp.net/irrigation.



Scan the QR code to view SRP irrigation videos.

Notes

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Notes

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About Salt River Project (SRP)

For nearly 120 years, Arizonans have looked to SRP for community leadership and dependable water and power.

When landowners formed the Salt River Valley Water Users' Association over a century ago, it signaled a turning point in the rise of Phoenix as a major Southwest city. Working with the federal government, the Association built dams along the Salt and Verde rivers that fed an extensive canal system. This infrastructure provided a regular flow of water to farmers who had previously faced a vicious cycle of drought and flood.

In the decades that followed, SRP expanded hydroelectric power operations along the dams and built power lines to deliver electricity to people in rural areas of the Valley. Although SRP has grown and evolved, today our mission remains the same: to deliver affordable, reliable water and power so that our communities can continue to thrive.



SRP Water Contact Center
(602) 236-3333 • 24/7
srp.net/contactirrigation



Delivering water and power®

