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BEFORE THE ARIZONA CORPORATION COMMISSION

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**COMMISSIONERS**

KRISTIN K. MAYES, Chairman  
GARY PIERCE  
PAUL NEWMAN  
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BOB STUMP

2009 NOV -4 P 3:52  
AZ CORP COMMISSION  
DOCKET CONTROL

IN THE MATTER OF THE APPLICATION OF  
GLOBAL WATER – PICACHO COVE UTILITIES  
COMPANY FOR AN EXTENSION OF ITS  
EXISTING CERTIFICATE OF CONVENIENCE  
AND NECESSITY.

Docket No. SW-20494A-09-0016

IN THE MATTER OF THE APPLICATION OF  
GLOBAL WATER – PICACHO COVE WATER  
COMPANY FOR AN EXTENSION OF ITS  
EXISTING CERTIFICATE OF CONVENIENCE  
AND NECESSITY.

Docket No. W-20495A-09-0016

**NOTICE OF FILING  
COMPLIANCE**

Decision No. 71238 (dated August 6, 2009) requires Global Water – Picacho Cove Utilities Company (“Picacho Utilities”) and Global Water – Picacho Cove Water Company (“Picacho Water”)(collectively “Global Utilities”) to implement within 90 days of the effective date of this Decision, at least 10 Best Management Practices (as outlined in Arizona Department of Water Resource's Modified Non-Per Capita Conservation Program) and submit those Best Management Practices to Docket Control within 90 days of the effective date of this Decision. A maximum of two of these Best Management Practice's may come from the "Public awareness/PR or Education and Training" categories of the Best Management Practice's. Accordingly, Global Water – Picacho Cove Utilities Company (“Picacho Utilities”) and Global Water – Picacho Cove Water Company (“Picacho Water”)(collectively “Global Utilities”) submits its Best Management Practices.

Arizona Corporation Commission

**DOCKETED**

NOV - 4 2009

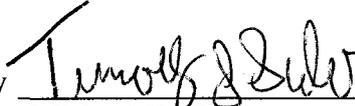
DOCKETED BY

**ROSKA DEWULF & PATTEN, PLC**  
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RESPECTFULLY SUBMITTED this 4<sup>th</sup> day of November 2009.

ROSKA DEWULF & PATTEN, PLC

By 

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Original + 15 copies of the foregoing  
filed this 4<sup>th</sup> day of November 2009, with:

Docket Control  
ARIZONA CORPORATION COMMISSION  
1200 West Washington  
Phoenix, Arizona 85007

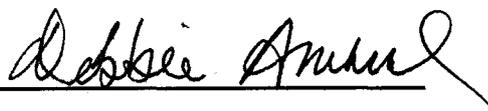
Copies of the foregoing hand-delivered/mailed  
this 4<sup>th</sup> day of November 2009, to:

Lyn A. Farmer, Esq.  
Chief Administrative Law Judge  
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By 

## Provider Profile For Calendar Year 2009

### 1. Provider Contact Information

Submittal Date	<b>4 November 2009</b>
Water Provider	<b>Picacho Cove Water Company</b>
Service Area Right	<b>Not yet established</b>
Active Management Area	<b>Pinal AMA</b>
Provider Contact Name/Title <i>(person responsible for the Modified NPCCP)</i>	<b>Graham Symmonds, Senior Vice President, Regulatory Affairs and Compliance</b>
Telephone	<b>(623) 580-9600 x 106</b>
Mailing address	<b>21410 N. 19<sup>th</sup> Avenue, Suite 201 Phoenix, AZ 85027</b>
Email	<b><u>graham.symmonds@gwresources.com</u></b>

### Best Management Practices (BMPs)

Plan	Best Management Practices (BMPs)	
<b>Category 1: Public Awareness/Public Relations</b>		
√	1.1	Local and/or regional messaging program
	1.2	Special events/programs and community presentations
	1.3	Market surveys to identify information needs/assess success of messages
<b>Category 2: Conservation Education and Training</b>		
	2.1	Adult education and training programs
√	2.2	Youth conservation education program
	2.3	New homeowner landscape information
	2.7	Xeriscape demonstration garden
	2.5	Distribution plan for water conservation materials
<b>Category 3: Outreach Services</b>		
	3.1	Residential audit program
	3.2	Landscape consultations (residential and/or non-residential)
	3.3	Water budgeting program (non-residential)
	3.4	Residential interior retrofit programs
	3.5	Non-residential interior retrofit programs
√	3.6	Customer high water use inquiry resolution
√	3.7	Customer high water use notification

Plan	<b>Best Management Practices (BMPs)</b>
	3.8 Water waste investigations and information
<b>Category 4: Physical System Evaluation and Improvement</b>	
√	4.1 Leak detection program
	4.2 Meter repair and/or replacement program
√	4.3 Comprehensive water system audit program
<b>Category 5: Ordinances / Conditions of Service / Tariffs</b>	
√	5.1 Low water use landscaping requirements for residential, multi-family, non-residential and/or common areas
	5.2 Water tampering/water waste ordinances
	5.3 Plumbing code requirements if they are more restrictive than the 1990 Uniform Plumbing Code
√	5.4 Limitations on water features and/or water intensive landscaping and turf
	5.5 Ordinance for model home landscapes in new residential developments
	5.6 Required on-site gray water/water harvesting features at residences and/or businesses
	5.7 Requirements for car wash water recycling
√	5.8 Landscape watering restrictions (time of day, etc.)
	5.9 Requirements for hot water recirculation devices for residential, multi-family and or non residential sectors
	5.10 Retrofit on resale
	5.11 Irrigation efficiency standards for non-residential users
	5.12 Conservation tariff (private water companies)
	5.13 Water use plan for new large non-residential users
<b>Category 6: Rebates/Incentives</b>	
	6.1 Toilet rebate (residential and/or multifamily homes)
	6.2 High efficiency flush toilet rebate (residential and/or multifamily homes)
	6.3 Toilet replacement (residential and/or multifamily homes)
	6.4 Indoor water fixture replacement/rebate/incentive (residential and/or multifamily homes)
	6.5 Hot water recirculating system or instant hot water system rebate (residential, multifamily, or non-residential)
	6.6 Water efficient appliances rebate/incentive
	6.7 Gray water retrofit/rebate/incentive
	6.8 Water harvesting retrofit/rebate/incentive
	6.9 Landscape conversion rebate/incentive
	6.10 Xeriscape installation rebate in new landscapes
	6.11 Commercial and industrial program, e.g. audits, incentives, rebates, etc.
	6.12 Large landscape conservation program (non-residential)
	6.13 No/low interest loans for implementing water conservation measures (non-residential)
<b>Category 7: Research/Innovation Program</b>	
√	7.1 Implement an emerging technology
	7.2 Initiate or support applied research to enhance decision making
	7.3 Evaluate new and emerging technologies and practices
	7.4 Conduct quantitative analysis of a conservation measure (for water savings results)
	7.5 Implement smart irrigation technology
	7.6 Develop industry partnerships to save water
	7.7 Support the development of new technologies and products
	7.8 Pilot a new initiative, project or program

For each BMP you wish the department to evaluate as part of your Modified NPCCP requirement, describe the relevance to your service area/and or water use patterns and explain how implementation will lead to increased water use efficiencies. If your conservation strategy involves multiple selected BMPs that apply to a single characteristic of your service area and/or water use patterns and will, if implemented together, lead to increased water use efficiencies, a single description will suffice for the entire strategy.

<b>BMP</b>	<b>Description</b>
<p><b>1.1 Local and/or regional messaging program</b></p>	<p><u>Contemporary Messaging</u></p> <p>As a Global Water company, Picacho Cove Water Company ("PCWC") will have a well-developed messaging campaign directed towards promoting water conservation in the City of Eloy areas it does for the other Global Water owned companies in the greater Phoenix area. Part of the program is geared towards promoting public acceptance of the use recycled water for non-potable uses and is designed to instill awareness regarding the importance of water conservation in the community. The campaign includes the use of print and radio advertising, a series of brochures, and several award-winning videos. All the water conservation promotional materials are currently available on Global Water's website at <a href="http://www.gwresources.com">www.gwresources.com</a></p> <p>The messaging campaign is focused on residential water users and is therefore appropriate for the primarily residential character of water use that is planned for the service area of the Picacho Cove Water Company. In addition, public acceptance of recycled water is important to maximizing the beneficial reuse of the resource. As the use of recycled water is the cornerstone of Global Water and Picacho Cove Water Company's conservation approach, it is essential that the public understand the important societal benefits of water recycling and reuse in order that additional opportunities for water recycling and reuse are able to proceed with objection due to public misperception.</p> <p>Picacho Cove Water Company and Global Water will continue to utilize local and regional messaging through print and radio advertising on the Global Water website to promote water conservation in the City of Eloy. Messaging campaigns will continue to focus on reducing residential water use and promoting the use of recycled water for non-potable uses.</p> <p><u>Customer-specific Messaging</u></p> <p>PCWC will also allow subscribers to our <b>eCare</b> program (a free customer service program allowing consumers internet access to their account information) which will allow customers the ability to view their current water consumption and compare that information to their local neighborhood and their community at large. This allows for water conservation and use to achieve higher community awareness.</p> <p><u>Financial Messaging</u></p> <p>The PCWC rate structure allows for appropriate value messaging for water. In addition, PCWC's sister company, Global Water – Picacho Cove Utilities Company (PCUC) provides recycled water at rates that will discourage abuse.</p>
<p><b>2.2 Youth conservation education program</b></p>	<p>Global Water and the Picacho Cove Water Company recognize that the future of water conservation and sustainability in Arizona lies in the hands of our youth. With this in</p>

	<p>mind, Global has made significant steps to educate children about the importance of water conservation here in the desert Southwest. This program will be deployed to the PCWC service area and will include opportunities for school group visits to the Global Water facilities in the area, and a "Kids Club" section on the Global Water website.</p> <p>The "Kids Club" section on the Global Water website (<a href="http://www.gwresources.com/kids-club.php">http://www.gwresources.com/kids-club.php</a>) includes the Tip Tank game. This is a Water Use It Wisely game where players match different water conservation symbols in the manner of the game "Memory." Each symbol reveals a different simple tip for conserving water around the home. For example, a picture of a garden hose nozzle is captioned, "Water Saving Device # 79 - Hose Nozzle. Use a hose nozzle and turn off the water while you wash your car to save more than 100 gallons."</p> <p>The website also includes an online art gallery for children's water conservation drawings and tips. The website encourages children to create their own water conservation tip and illustration and submit the drawing to the company. The company will then post the drawing on the website. This provides a fun and interactive way for children to engage in the subject of water conservation. Posting the drawings online provides an incentive for children to participate and to enjoy seeing their work displayed in a public space.</p> <p>The program also extends to higher educational levels where the PCWC will participate in Global Water's internship programs and partner with the National Science Foundation Water Quality Center at the University of Arizona. Through this partnership, we have developed projects that focus on water use efficiency, recycled water quality and pipeline maintenance. Students and faculty at the Center employ Global Water utility data to develop strategies to maximize water resources, and deploy those strategies to the field for evaluation.</p> <p>The company is also a partner in the proposed UofA development of a post-graduate program entitled <b>Integration of Social and Engineering Research to Manage Water Resources</b>. While traditional courses provide detailed training and education in specific disciplines (engineering, science, policy, law, etc) associated with water resources management, there is a lack of cross-disciplinary training. As a result, resource decisions are often made with insufficient consideration of other factors, leading to failed initiatives (e.g. "toilet-to-tap") or legislation/rules that preclude sound resource management (e.g. rules prohibiting common-trench construction for sewer and recycled water mains). This program will provide students with the cross training required to become leaders in the field.</p>
<p><b>3.6 Customer high water use inquiry resolution and notification</b></p> <p><b>And</b></p> <p><b>3.7 Customer high water use notification</b></p>	<p>The Global Water Customer Service Center will handle customer calls for the Picacho Cove Water Company. All Customer Service Representatives are trained to follow the following procedures with regard to a high water use complaint from a customer.</p> <ol style="list-style-type: none"> <li>1. The Customer Service Representative (CSR) will evaluate the customer's water use history to identify any prior trends in usage.</li> <li>2. The CSR will identify if any spikes in usage are related to seasonal changes.</li> <li>3. The CSR will instruct the customer to check for leaks and to perform the 5-gallon test to evaluate meter accuracy. The customer is instructed to shut off all water use and to check the meter to ensure it is not moving. The customer is then instructed to fill a 5 gallon bucket with water and check the meter to match this consumption.</li> <li>4. If the customer is unable to find any leaks and the 5-gallon test indicates the meter is working properly, the CSR will forward the complaint to the Billing Department. A Billing Department representative will evaluate the account</li> </ol>

	<p>history to identify any possible read or meter errors. Turnaround time for a billing inquiry is 24 hours.</p> <ol style="list-style-type: none"> <li>5. If the billing inquiry is unable to identify any possible errors, a field technician will be sent out to inspect the meter. This field investigation will occur within a maximum timeframe of 5 days, but usually within 1-2 days.</li> <li>6. If a billing inquiry or field investigation is conducted, the CSR will contact the customer via telephone to discuss the results of the inquiry or investigation.</li> <li>7. Records are kept for each customer account that document every time a customer calls in, including for high water-use complaints. These records include the date and time of call, nature of call, and follow-up activities.</li> </ol> <p>The implementation of this system for responding to customer high water-use complaints allows for the company to focus additional customer service attention on users who may have leaks or significant non-essential water uses. The procedure provides for Customer Service Representatives to instruct customers on how to properly check for leaks, an important task that customers are often unaware. This training allows for customers to monitor their own homes for potential leaks on an ongoing basis, increasing efficiency and reducing waste.</p> <p>Further, PCWC will benefit from Global's AMR/AMI technologies that will transmit leak detection information and consumption information direct to the consumer, including High Water Consumption notification. By providing instantaneous feedback to the consumer, increased awareness of water consumption patterns can be achieved and behavior modified. Recent data suggests that by providing instantaneous feedback, consumers can achieve over 20% reductions in their consumption.</p>
<p><b>4.1 Leak Detection Program</b></p> <p>and</p> <p><b>4.3 Comprehensive water system audit program</b></p>	<p>Picacho Cove Water Company will provide continuous evaluation of its water system. In order to ensure that water is not lost, and that leaks or other infrastructure problems do not go unnoticed, PCWC will evaluate water production and delivery in a number of ways:</p> <ol style="list-style-type: none"> <li>1. A Supervisory Control and Data Acquisition (SCADA) system will monitor pressures and flows continuously. In the event of an abnormal flow condition which could be indicative of a main break, the SCADA system automatically alerts the operations staff to the condition. Through sensors connected to the SCADA system, it is possible to quickly pin-point the location of a possible problem.</li> <li>2. The meters that will be installed at PCWC will be outfitted with Automated Meter Reading technology. This allows usage to be read at four-hour intervals. Integrated with this information, is a "leak-detect flag" which will identify those meters whose usage did not drop to "zero" for a period of at least one hour in 24-hours. This indicates that there may be a leak downstream of the meter and allows customer service and field service staff the opportunity to investigate before large quantities of water are lost.</li> <li>3. On a monthly basis – or more frequently if necessary – pumped versus sold volumes will be calculated and cross referenced. Discrepancies will be rectified to ensure all water is accounted for.</li> </ol>
<p><b>5.1 Low water use landscaping requirements for residential, multi-family, non-residential and/or common areas</b></p>	<p>As part of the development program, PCWC intends to develop a suite of Demand-Side Management tariffs, including a Residential Water Use Tariff. The Residential Water Use Tariff will detail limitations on turf for individual residences, as well as restricting watering to specific days and times. These programs can be enforced by Global's AMR/AMI technology where automated exception reports can detail those consumers violating the restrictions.</p>

<p><b>And</b></p> <p><b>5.8 Landscape watering restrictions (time of day, etc.)</b></p>	
<p><b>5.4 Limitations on water features and/or water intensive landscaping and turf</b></p>	<p>As part of the planning process for master-planned communities for Global Water service areas, the Global Water Engineering Division utilizes a Code of Practice entitled "IRRIGATION AND LAND USE REQUIREMENTS" that defines the required configuration of landscape features. This Code of Practice is attached to this Provider Profile. In particular, the Code of Practice dictates that turf within the open space common areas of a particular development be limited to 22% of the total open space area. Xeriscape is to be used for 75% of the total open space area.</p> <p>By limiting the use of water-intensive turf, PCWC will be able to reduce the total water demand of residential developments. Since HOA common area landscape irrigation is a significant water user in the SCWC service area, this is an appropriate conservation strategy for SCWC. In addition to reducing overall water demand, the Code of Practice is designed to optimize the use of recycled water for landscape irrigation in these areas. As such, by following the Code of Practice, developers are able to significantly reduce their impact on potable groundwater supplies.</p> <p>In addition, the deployment of these practices will conserve all sources of water from excessive use: groundwater, potable water and recycled water.</p>
<p><b>7.1 Implement an emerging technology: Water Recycling and Reuse</b></p>	<p>Picacho Cove Water Company and its sister utility Picacho Cove Utility Company, will be at the forefront of Southwestern utilities in their approach to water recycling and reuse. From an infrastructure standpoint, each home will be outfitted with a dual main for recycled water use in the home for irrigation and non-potable use such as toilet flushing. In addition, the common areas, parks and playgrounds will receive recycled water for irrigation thus further reducing reliance on groundwater.</p>