

ORIGINAL



0000138849
Arizona Corporation Commission
DOCKETED

BEFORE THE ARIZONA CORPORATION
COMMISSION
RECEIVED

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27

COMMISSIONERS

GARY PIERCE, Chairman
BOB STUMP
PAUL NEWMAN
SANDRA D. KENNEDY
BRENDA BURNS

2012 AUG 31 A 11:47

AUG 31 2012

AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY
JSM

IN THE MATTER OF THE APPLICATION OF
GLOBAL WATER – PALO VERDE UTILITIES
COMPANY FOR THE ESTABLISHMENT OF JUST AND
REASONABLE RATES AND CHARGES FOR UTILITY
SERVICE DESIGNED TO REALIZE A REASONABLE
RATE OF RETURN ON THE FAIR VALUE OF ITS
PROPERTY THROUGHOUT THE STATE OF ARIZONA

DOCKET NO. SW-20445A-09-0077

IN THE MATTER OF THE APPLICATION OF
VALENCIA WATER COMPANY – GREATER
BUCKEYE DIVISION FOR THE ESTABLISHMENT OF
JUST AND REASONABLE RATES AND CHARGES FOR
UTILITY SERVICE DESIGNED TO REALIZE A
REASONABLE RATE OF RETURN ON THE FAIR
VALUE OF ITS PROPERTY THROUGHOUT THE
STATE OF ARIZONA

DOCKET NO. W-02451A-09-0078

IN THE MATTER OF THE APPLICATION OF
WILLOW VALLEY WATER CO. FOR THE
ESTABLISHMENT OF JUST AND REASONABLE
RATES AND CHARGES FOR UTILITY SERVICE
DESIGNED TO REALIZE A REASONABLE RATE OF
RETURN ON THE FAIR VALUE OF ITS PROPERTY
THROUGHOUT THE STATE OF ARIZONA

DOCKET NO. W-01732A-09-0079

IN THE MATTER OF THE APPLICATION OF
GLOBAL WATER – SANTA CRUZ WATER COMPANY
FOR THE ESTABLISHMENT OF JUST AND
REASONABLE RATES AND CHARGES FOR UTILITY
SERVICE DESIGNED TO REALIZE A REASONABLE
RATE OF RETURN ON THE FAIR VALUE OF ITS
PROPERTY THROUGHOUT THE STATE OF ARIZONA

DOCKET NO. W-20446A-09-0080

IN THE MATTER OF THE APPLICATION OF
WATER UTILITY OF GREATER TONOPAH FOR
THE ESTABLISHMENT OF JUST AND REASONABLE
RATES AND CHARGES FOR UTILITY SERVICE
DESIGNED TO REALIZE A REASONABLE RATE OF
RETURN ON THE FAIR VALUE OF ITS PROPERTY
THROUGHOUT THE STATE OF ARIZONA

DOCKET NO. W-02450A-09-0081

**Notice of Filing Compliance
(Decision No. 73268)**

1 IN THE MATTER OF THE APPLICATION OF
2 VALENCIA WATER COMPANY – TOWN DIVISION
3 FOR THE ESTABLISHMENT OF JUST AND
4 REASONABLE RATES AND CHARGES FOR UTILITY
5 SERVICE DESIGNED TO REALIZE A REASONABLE
6 RATE OF RETURN ON THE FAIR VALUE OF ITS
7 PROPERTY THROUGHOUT THE STATE OF ARIZONA

DOCKET NO. W-01212A-09-0082

**Notice of Filing Compliance
(Decision No. 73268)**

8 Decision No. 71878 (dated September 15, 2010) requires that Global Water – Santa Cruz
9 Water Company, Valencia Water Company – Town Division, Valencia Water Company –
10 Greater Buckeye Division, Water Utility of Greater Tonopah and Willow Valley Water Co.
11 (collectively, the “Global Utilities”) submit a copy of their ADWR Best Management Practices
12 (“BMPs”) for Staff’s review and Commission consideration. On June 1, 2012, Global Utilities
13 submitted their BMPs for Commission approval. The BMPs were approved in Decision No.
14 73268 issued on July 30, 2012. Decision No. 73268 requires that the Global Utilities “shall file
15 with Docket Control as a compliance item in this docket, the BMP tariffs authorized herein
16 within 30 days of the effective dates of the decision”. On August 21, 2012, Global Utilities filed
17 the approved BMP tariffs. Staff requested that the BMPs be revised to reference Decision 73268.
18 Accordingly, the Global Utilities file revised BMPs to reference Decision 73268.

19 RESPECTFULLY SUBMITTED this 31st day of August 2012.

20 ROSHKA DEWULF & PATTEN, PLC

21 By 

22 Michael W. Patten
23 Timothy J. Sabo
24 One Arizona Center
25 400 East Van Buren Street, Suite 800
26 Phoenix, Arizona 85004

27 *Attorneys for Global Utilities*

1 Original +13 copies of the foregoing
2 filed this 31st day of August 2012, with:

3 Docket Control
4 Arizona Corporation Commission
5 1200 West Washington
6 Phoenix, AZ 85007

7 Copies of the foregoing hand-delivered/mailed
8 this 31st day of August 2012, to:

9 Lyn A. Farmer, Esq.
10 Chief Administrative Law Judge
11 Hearing Division
12 Arizona Corporation Commission
13 1200 West Washington
14 Phoenix, AZ 85007

15 Janice Alward, Esq.
16 Chief Counsel, Legal Division
17 Arizona Corporation Commission
18 1200 West Washington
19 Phoenix, AZ 85007

20 Mr. Steve Olea
21 Director, Utilities Division
22 Arizona Corporation Commission
23 1200 West Washington
24 Phoenix, AZ 85007

25 Brian Bozzo
26 Compliance Enforcement Manager
27 Utilities Division
Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007

Daniel W. Pozefsky, Esq.
Chief Counsel,
Residential Utility Consumer Office
1110 West Washington Street, Suite 220
Phoenix, AZ 85007

Greg Patterson, Esq.
WUAA
916 W. Adams - 3
Phoenix, AZ 85007

Garry D. Hays, Esq.
Law Offices of Garry D. Hays, P.C.
1702 E. Highland Avenue, Suite 316
Phoenix, AZ 85016

Court S. Rich, Esq.
Rose Law Group, pc
6613 N. Scottsdale Road, Suite 220
Scottsdale, AZ 85250

Rick Fernandez
25849 W. Burgess Lane
Buckeye, AZ 85326

28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117
118
119
120
121
122
123
124
125
126
127
128
129
130
131
132
133
134
135
136
137
138
139
140
141
142
143
144
145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167
168
169
170
171
172
173
174
175
176
177
178
179
180
181
182
183
184
185
186
187
188
189
190
191
192
193
194
195
196
197
198
199
200
201
202
203
204
205
206
207
208
209
210
211
212
213
214
215
216
217
218
219
220
221
222
223
224
225
226
227
228
229
230
231
232
233
234
235
236
237
238
239
240
241
242
243
244
245
246
247
248
249
250
251
252
253
254
255
256
257
258
259
260
261
262
263
264
265
266
267
268
269
270
271
272
273
274
275
276
277
278
279
280
281
282
283
284
285
286
287
288
289
290
291
292
293
294
295
296
297
298
299
300
301
302
303
304
305
306
307
308
309
310
311
312
313
314
315
316
317
318
319
320
321
322
323
324
325
326
327
328
329
330
331
332
333
334
335
336
337
338
339
340
341
342
343
344
345
346
347
348
349
350
351
352
353
354
355
356
357
358
359
360
361
362
363
364
365
366
367
368
369
370
371
372
373
374
375
376
377
378
379
380
381
382
383
384
385
386
387
388
389
390
391
392
393
394
395
396
397
398
399
400
401
402
403
404
405
406
407
408
409
410
411
412
413
414
415
416
417
418
419
420
421
422
423
424
425
426
427
428
429
430
431
432
433
434
435
436
437
438
439
440
441
442
443
444
445
446
447
448
449
450
451
452
453
454
455
456
457
458
459
460
461
462
463
464
465
466
467
468
469
470
471
472
473
474
475
476
477
478
479
480
481
482
483
484
485
486
487
488
489
490
491
492
493
494
495
496
497
498
499
500
501
502
503
504
505
506
507
508
509
510
511
512
513
514
515
516
517
518
519
520
521
522
523
524
525
526
527
528
529
530
531
532
533
534
535
536
537
538
539
540
541
542
543
544
545
546
547
548
549
550
551
552
553
554
555
556
557
558
559
560
561
562
563
564
565
566
567
568
569
570
571
572
573
574
575
576
577
578
579
580
581
582
583
584
585
586
587
588
589
590
591
592
593
594
595
596
597
598
599
600
601
602
603
604
605
606
607
608
609
610
611
612
613
614
615
616
617
618
619
620
621
622
623
624
625
626
627
628
629
630
631
632
633
634
635
636
637
638
639
640
641
642
643
644
645
646
647
648
649
650
651
652
653
654
655
656
657
658
659
660
661
662
663
664
665
666
667
668
669
670
671
672
673
674
675
676
677
678
679
680
681
682
683
684
685
686
687
688
689
690
691
692
693
694
695
696
697
698
699
700
701
702
703
704
705
706
707
708
709
710
711
712
713
714
715
716
717
718
719
720
721
722
723
724
725
726
727
728
729
730
731
732
733
734
735
736
737
738
739
740
741
742
743
744
745
746
747
748
749
750
751
752
753
754
755
756
757
758
759
760
761
762
763
764
765
766
767
768
769
770
771
772
773
774
775
776
777
778
779
780
781
782
783
784
785
786
787
788
789
790
791
792
793
794
795
796
797
798
799
800
801
802
803
804
805
806
807
808
809
810
811
812
813
814
815
816
817
818
819
820
821
822
823
824
825
826
827
828
829
830
831
832
833
834
835
836
837
838
839
840
841
842
843
844
845
846
847
848
849
850
851
852
853
854
855
856
857
858
859
860
861
862
863
864
865
866
867
868
869
870
871
872
873
874
875
876
877
878
879
880
881
882
883
884
885
886
887
888
889
890
891
892
893
894
895
896
897
898
899
900
901
902
903
904
905
906
907
908
909
910
911
912
913
914
915
916
917
918
919
920
921
922
923
924
925
926
927
928
929
930
931
932
933
934
935
936
937
938
939
940
941
942
943
944
945
946
947
948
949
950
951
952
953
954
955
956
957
958
959
960
961
962
963
964
965
966
967
968
969
970
971
972
973
974
975
976
977
978
979
980
981
982
983
984
985
986
987
988
989
990
991
992
993
994
995
996
997
998
999
1000

By 

Company: Global Water – Santa Cruz Water Company,
Valencia Water Company –Town Division,
Valencia Water Company – Greater Buckeye Division,
Water Utility of Greater Tonopah, and
Willow Valley Water Company

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Utility to actively participate in a water conservation campaign with local or regional advertizing (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility or designated representative shall actively participate in water conservation campaign with local and/or regional advertising.
2. The campaign shall promote ways for customers to save water.
3. The Utility shall facilitate the campaign through one or more of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Utility shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of the messaging program implemented and program dates.
 - b. The number of customers reached (or an estimate).
 - c. Costs of Program implementation.
5. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

Company: Global Water – Santa Cruz Water Company,
and Valencia Water Company –Town Division

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

Special Events/Programs and Community Presentations Tariff – BMP 1.2

PURPOSE

A program for the Utility to give presentations and/or display and make available water conservation information and related material at community and special events (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.2: Special Events/Programs and Community Presentations).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility shall participate in but not be limited to, water related, conservation organizations which may include WateReuse Az Section, Westmarc, WESTCAPS, Pinal Partnership, and the Pinal County Water Augmentation Authority.
2. The Utility shall provide regular presentations to external organizations; such organizations may include but are not limited to Maricopa Citizen's Leadership Academy, Maricopa Agricultural Center, US Arid Land Agricultural Research Center, and the Sustainable Pinal Citizen Task Force.
3. Presentation information shall include water saving tips, home preparation recommendations for water systems/pipes, landscape maintenance issues for summer and winter, Xeriscape information, youth education materials and any additional pertinent topics.
4. The Utility shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of each special event and the date.
 - b. The number of customers reached (or an estimate).
 - c. A description of the written water conservation material provided free to customers.
 - d. Costs of the Special Events/Programs and Community Presentations implementation.
5. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

Youth Conservation Education Program Tariff – BMP 2.2

PURPOSE

A program for the Utility to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility shall maintain an active involvement in the Arizona Project WET(Water Education for Teachers) campaign which is a non-profit organization for water education for teachers, or participate in a similar program. Global Water is already an active supporter for Arizona Project WET, and will extend support by initiating the message of such programs into the local schools in the service area. Support and assistance will also be provided in the form of facility availability and curriculum material distribution.
2. The Utility shall offer guided tours of its water and water reclamation facilities for schools and community groups and provide advisory services for ProjectWET's SWAP program (School Water Assessment Program) and Central Arizona College's technical advisory committee.
3. The Utility shall participate in an Internship Program with local school districts and/or community colleges offering a career track for entry level technicians into the water resources management field.
4. The Utility shall provide the following teacher resources.
 - a. Offer Project WET (Water Education for Teachers) workshops to teachers.
 - b. Provide free resource materials and information upon request.
 - c. Provide in-classroom presentations upon request provided adequate notice has been given to allow for scheduling.
5. The Utility shall make available free water conservation workbooks for elementary school students.
6. The Utility shall keep a record of the following information and make it available upon request.
 - a. A description of the youth conservation education process implemented.
 - b. The number of students reached (or an estimate).
 - c. A description of the written water conservation material provided free to students.
 - d. Costs of the Youth Conservation Education Program implementation.
7. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

Company: Global Water – Santa Cruz Water Company,
and Valencia Water Company–Town Division

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Utility to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility shall handle high water use inquiries as calls are received.
2. Calls shall be taken by a customer service representative who has been trained on typical causes of high water consumption as well as leak detection procedures that customers can perform themselves.
3. Upon request by the customer or when the Utility determines it is warranted, a trained Field Technician shall be sent to the customer's residence to conduct a leak detection inspection and further assist the customer with water conservation measures.
4. The Utility shall follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.
5. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

Company: Global Water – Santa Cruz Water Company,
and Valencia Water Company –Town Division

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

Leak Detection Program Tariff – BMP 4.1

PURPOSE

A program for the Utility to systematically evaluate its water distribution system to identify and repair leaks (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.1 Leak Detection Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility shall implement a comprehensive leak detection and repair program and shall seek to attain and maintain a less than 10 percent unaccounted for water loss in its system(s). The program must include auditing procedures, in-field leak detection and repair efforts. The Company shall take whatever steps, as determined by the Company to be prudent and appropriate, to ensure that its water system is operating at optimal efficiency.
2. The Utility shall employ water accounting as a routine business practice, producing monthly reports to track water use for each water system.
3. The Utility shall monitor the following parameters:
 - a. Volume of Water Distributed - generated directly from SCADA or via facility checks and rounds data.
 - b. Volume of Water Billed – this data is generated from our automated meter reading (AMR) system or through our customer information system. This information is augmented by the following automated reports:
 - i. Exception Reporting – Unusual usage patterns are flagged during routine reporting. These accounts are investigated, including field checks as necessary.
 - ii. Zero Usage Reporting - For all active accounts that have zero usage for more than a single billing period, a field investigation service order will be issued.
 - iii. Vacant Home Usage Reporting – For all vacant homes that register usage, a field investigation service order will be issued.
 - iv. Manual reads and checks – When the AMR systems do not capture a read, Global shall issue a manual read service order to prevent estimated or zero usage reads.
 - v. AMR Alerts and Reports - The AMR systems themselves indicate many different failure or alert conditions. Error will result in an immediate field investigation service order.

- vi. Authorized Utility Usage Reports – this represents primarily internal Utility usage. These volumes are captured within our Cityworks work order management system.
4. Inspections: Where water loss exceeds acceptable limits (is 10 percent or greater), Operations personnel shall physically walk the waterline routes inspecting for visual indications of leaks. At all locations where leakage is evident, the pipeline shall be scheduled for immediate repair. These inspections shall occur at all plant facilities, including tankage and mechanical piping, ensuring there is no on-site water loss.
5. Electronic Leak Detection: The Utility may choose to employ electronic leak detection as part of its Smart Grid for Water development.
6. The Utility shall keep accurate and detailed records concerning its leak detection and repair/rehabilitation program and the associated costs. Records of repairs shall include: possible causes of the leak; estimated amount of water lost; and date of repair. These records shall be made available to the Commission upon request.
7. The Utility shall maintain a complete set of updated distribution system maps. The Utility shall ensure that properly functioning (accurate) and appropriately sized meters are installed on all service and source connections.
8. When determined necessary by the Utility, meter inspections will be accomplished by having a Company Technician physically inspect each meter and its fittings for leaks, registers which may have become loose or are not properly attached to the meter and could be under-registering or other broken parts which need repair. In addition, meters shall be randomly selected for flow testing to identify potentially under-registering meters.
9. The Utility shall conduct a water audit annually which includes the following steps to determine how efficient each water system is operating and where the losses might be.
 - a. Use coordinated monthly source and service meter readings to calculate how much water enters and leaves the system during the 12 month review period.
 - b. Track and estimate any unmetered authorized uses.
 - c. Calculate the total amount of leakage using the following formula:

$$\text{Unaccounted for water (\%)} = [(\text{Production and/or purchased water minus metered use \& estimated authorized un-metered use}) / (\text{Production and/or purchased water})] \times 100\%$$
 - d. Authorized un-metered uses may include firefighting, main flushing, process water for water treatment plants, etc. Water losses include all water that is not identified as authorized metered water use or authorized un-metered use.
 - e. Determine possible reasons for leakage, including physical leaks and unauthorized uses.
 - f. Analyze results to determine the improvements needed, such as, better accounting practices, leak survey or replacing old distribution pipes.
10. The Utility shall keep accurate and detailed records concerning its annual water audit results. These records shall be made available to the Commission upon request.

Company: Global Water – Santa Cruz Water Company,
and Valencia Water Company –Town Division

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

11. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

Company: Global Water – Santa Cruz Water Company,
Valencia Water Company –Town Division,
Valencia Water Company – Greater Buckeye Division,
Water Utility of Greater Tonopah, and
Willow Valley Water Company.

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Utility to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. On a systematic basis, the Utility will inspect 100 percent of its 1-inch and smaller in-service water meters at least once every ten years or for one of the following reasons (whichever occurs first):
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - b. A meter has been in service for ten years.
2. Meters larger than 1-inch shall be inspected for one of the following reasons:
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - b. A meter has been in service for five years.
3. The inspection will be accomplished by having a Utility Technician physically inspect each meter and its fittings for leaks, registers which may have become loose or are not properly attached to the meter and could be under-registering or other broken parts which need repair. In addition, meters shall be randomly selected for flow testing to identify potentially under-registering meters.
4. The Utility shall also replace or reprogram any water meters that do not register in gallons.
5. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.
6. The Utility shall keep records on the number of meters that were replaced and make this information available to the Commission upon request.

Comprehensive Water System Audit Program Tariff – BMP 4.3

PURPOSE

A program for the Utility to perform a systematic audit of its water system(s) and water records to identify and quantify water losses (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.3 Comprehensive Water System Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility shall perform a comprehensive audit of its water distribution system(s), systems control equipment, production and treatment facilities and water records to identify and quantify water losses.
2. The audit shall include an analysis of results that includes plans for corrective measures to attain and maintain a goal of less than 10 percent unaccounted for water loss in its system(s).
3. This BMP will remain in effect as long as permitted by ADWR. To the extent ADWR request Utility to select a different BMP, the Utility shall comply with ADWR's directive and file the new BMP with the Commission
4. The Utility shall conduct a water audit which includes the following steps to determine how efficient each water system is operating and where the losses might be.
 - a. Use coordinated monthly source and service meter readings to calculate how much water enters and leaves the system during the 12 month review period.
 - b. Track and estimate any unmetered authorized uses.
 - c. Calculate the total amount of leakage using the following formula:

$$\text{Unaccounted for water (\%)} = \frac{[(\text{Production and/or purchased water minus metered use \& estimated authorized un-metered use}) / (\text{Production and/or purchased water})] \times 100}$$

- d. Authorized un-metered uses may include firefighting, main flushing, process water for water treatment plants, etc. Water losses include all water that is not identified as authorized metered water use or authorized un-metered use.
- e. Determine possible reasons for leakage, including physical leaks and unauthorized uses.
- f. Analyze results to determine the improvements needed, such as, better accounting practices, leak survey or replacing old distribution pipes. All such improvements are subject to the appropriate financial analysis to determine viability.

Company: Global Water – Santa Cruz Water Company,
and Valencia Water Company –Town Division

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

5. The Utility shall take appropriate steps to ensure that its water system is operating at optimal efficiency.
6. The Utility shall keep accurate and detailed records concerning its annual water audit results and the associated costs. These records shall be made available to the Commission upon request.
7. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

Company: Global Water – Santa Cruz Water Company,
Valencia Water Company –Town Division,
Valencia Water Company – Greater Buckeye Division,
Water Utility of Greater Tonopah, and
Willow Valley Water Company

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

WATER SYSTEM TAMPERING TARIFF – BMP 5.2

PURPOSE

The purpose of this tariff is to promote the conservation of groundwater by enabling the Utility to bring an action for damages or to enjoin any activity against a person who tampers with the water system.

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission, specifically Arizona Administrative Code ("AAC") R14-2-410 and the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. In support of the Utility's water conservation goals, the Utility may bring an action for damages or to enjoin any activity against a person who: (1) makes a connection or reconnection with property owned or used by the Utility to provide utility service without the Utility's authorization or consent; (2) prevents a Utility meter or other device used to determine the charge for utility services from accurately performing its measuring function; (3) tampers with property owned or used by the Utility; or (4) uses or receives the Utility's services without the authorization or consent of the Utility and knows or has reason to know of the unlawful diversion, tampering or connection. If the Utility's action is successful, the Utility may recover as damages three times the amount of actual damages.
2. Compliance with the provisions of this tariff will be a condition of service.
3. The Utility shall provide to all its customers, upon request, a complete copy of this tariff and AAC R14-2-410. The customers shall follow and abide by this tariff.
4. If a customer is connected to the Utility water system and the Utility discovers that the customer has taken any of the actions listed in No. 1 above, the Utility may terminate service per AAC R14-2-410.
5. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.

Company: Global Water – Santa Cruz Water Company,
and Valencia Water Company –Town Division

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

Development of Industry Partnerships Tariff – BMP 7.6

PURPOSE

A program for the Utility to encourage and implement collaborative efforts and activities to conserve and promote the conservation of water (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.6: Development of Industry Partnerships).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility shall encourage and implement collaborative efforts and activities with community/industry partners to conserve and promote the conservation of water.
2. The Utility shall remain current on new products, advice, and innovations through on-going communication with manufacturers of water conservation technologies, other water providers, landscape watering equipment providers and landscape providers and experts.
3. The Utility shall maintain records of each partnership the Utility enters into and make copies of the partnership documents available to the Commission upon request.
4. The Utility shall keep records of the ongoing and any future efforts relating to the partnership objectives and make it available to the Commission upon request.
5. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

Company: Global Water – Santa Cruz Water Company,
and Valencia Water Company –Town Division

Decision No.: 73268

Phone: 623-518-4000

Effective Date: _____

**Providing Financial Support or In-kind Services for Development
of New Conservation Technologies and Products Tariff –
BMP 7.7**

PURPOSE

A program for the Utility to encourage and implement collaborative efforts and activities to conserve and promote the conservation of water (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.7: Providing Financial Support or In-kind Services for Development of New Conservation Technologies and Products).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Utility shall encourage and implement New Conservation Technologies and Products to conserve and promote the conservation of water.
2. The Utility shall submit documentation that includes a description of the utilities involvement/participation and method(s) of support and a description of the analysis and results.
3. The Utility shall keep a record of the documentation, and make it available to the Commission upon request.
4. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.