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BEFORE THE ARIZONA CORPO

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Arizona Corporation Commission

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COMMISSIONERS

BOB STUMP, Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH

2013 JUL -1 P 3:46

AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY

IN THE MATTER OF THE APPLICATION OF
VALENCIA WATER COMPANY - TOWN 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-01212A-12-0309

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-12-0310

IN THE MATTER OF THE APPLICATION OF WATER
UTILITY OF NORTHERN SCOTTSDALE, INC. FOR A
RATE INCREASE

Docket Nos. W-03720A-12-0311

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-12-0312

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-12-0313

**NOTICE OF FILING UPDATE
REGARDING ISSUES RAISED
DURING THE PUBLIC COMMENT
HEARING IN MARICOPA, AIROZNA**

1 IN THE MATTER OF THE APPLICATION OF
2 GLOBAL WATER – SANTA CRUZ WATER COMPANY
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-20446A-12-0314

5 IN THE MATTER OF THE APPLICATION OF
6 WILLOW VALLEY WATER COMPANY FOR THE
7 ESTABLISHMENT OF JUST AND REASONABLE
8 RATES AND CHARGES FOR UTILITY SERVICE
9 DESIGNED TO REALIZE A REASONABLE RATE OF
10 RETURN ON THE FAIR VALUE OF ITS PROPERTY
11 THROUGHOUT THE STATE OF ARIZONA

DOCKET NO. W-1732A-12-0315

**NOTICE OF FILING UPDATE
REGARDING ISSUES RAISED
DURING THE PUBLIC COMMENT
HEARING IN MARICOPA, AIROZNA**

11 Global Water – Palo Verde Utilities Company, Global Water – Santa Cruz Water
12 Company, Valencia Water Company – Town Division, Valencia Water Company – Greater
13 Buckeye Division, Water Utility of Greater Tonopah, Willow Valley Water Co. and Water Utility
14 of Northern Scottsdale (collectively, the “Global Utilities”), provide notice of filing the attached
15 documents, which provide responses and updates to certain issues raised during the Public
16 Comment Hearing held in Maricopa, Arizona on May 30, 2013.

17 Attachment A

Disconnect Notices. During the Public Comment Hearing, several
18 customers complained about erroneous disconnect notices. The
19 Global Utilities conducted a review of this issue and they have
20 identified a problem with posting one day’s payments. This problem
21 resulted in disconnect notices being sent in error; however none of
22 these customers were disconnected. Attachment A describes the
23 problem that occurred and the steps the Global Utilities have taken to
24 prevent a recurrence of the problem.

25 Attachment B

Information about Low Income Relief Program. Another issue
26 that came up during the Public Comment Hearing was resources for
27 low income customers. During their previous rate case, the Global

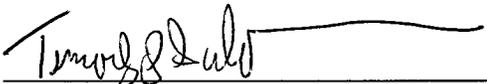
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Utilities proposed a Low Income Relief Program and Tariff. Attachment B provides information about the Low Income Relief Program, including the Commission-approved Tariff and a description of how customers are notified of the availability of the program.

Attachment C **Backflow assembly leak.** During the Public Comment Hearing, a customer identified a leaking Backflow assembly at the Global Water facility in Maricopa. Attachment C provides information about how this leak was fixed.

RESPECTFULLY SUBMITTED this 1st day of July, 2013.

ROSHKA DEWULF & PATTEN, PLC

By 

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2 Original +13 copies of the foregoing
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3 Docket Control
4 Arizona Corporation Commission
5 1200 West Washington
Phoenix, AZ 85007

6 Copies of the foregoing hand-delivered/mailed
7 this 1st day of July 2013 to:

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12 1200 West Washington
13 Phoenix, AZ 85007

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Attachment

"A"

At the public comment session held in Maricopa at the Maricopa Wells Middle School on May 30, 2013, at 6:00 p.m., some speakers stated that they had received written notices and/or phone calls stating that a payment was due and that their account could be disconnected, yet they had already paid their bill. In response to hearing these comments, Global Water (the “Company”) investigated.

Upon investigation, unfortunately the Company discovered that due to human error, a batch of payments received on April 23, 2013 was not posted to the corresponding accounts until April 30, 2013. As a result of this delay in posting the payments, some customers received written disconnection notices and/or calls in error. However, no customers were actually disconnected as a result of the delay in processing the payments.

A total of 251 payments from customers of some Global Water utilities were included in this payment batch. To put this in context, FATHOM, which provides Global Water’s billing services, processes over 100,000 bills and payments per month, including approximately 27,000 per month for Global Water. Thus, the percentage of customers who may have received written notices and/or calls is less than 1%. Again, the number of customers actually disconnected as a result of the error was zero.

Utility	Number of Customers in Payment Batch
Santa Cruz/Palo Verde	164
Valencia Water Company – Town Division	80
Valencia Water Company – Greater Buckeye Division	1
Water Utility of Greater Tonopah	6

Following is a timeline of events:

- April 23, 2013** A payment batch from a retail lockbox was received by Accounting. The batch was not posted the same day; failure to post the same day is contrary to the Company’s standard procedures.

- April 29, 2013** Some customers, depending upon their billing cycle dates, were mailed a disconnect notice as a result of the delay in updating and posting the payment batch. The disconnect notice provided for ten (10) calendar days of advance notice from the date of mailing, in accordance with Arizona Administrative Code R14-2-410.E.

- April 30, 2013** A customer contacted the Call Center stating that they had received notification regarding a pending disconnect when they had already submitted a payment. The call was directed to a Customer Care Supervisor. Upon reviewing the account information, Customer Care recognized that the payment had been received on April 23, but not yet posted to the account. Customer Care immediately notified Accounting. Accounting immediately posted all payments from the batch received on April 23. Accounting also notified Revenue Management that day to stop outgoing disconnect notices or phone calls to

these customers. All of these actions occurred on April 30. Consequently, none of the accounts were disconnected as a result of the error.

May 23, 2013

Arizona Corporation Commission (“ACC”) informal complaints were received from two customers of Santa Cruz Water Company/Palo Verde Utilities Company. (ACC Informal Complaint Nos. 2013-110801 and 2013-110797.) Upon receipt, an investigation was conducted as part of the standard process of responding to an ACC complaint. This review identified the facts stated above and complaint responses were prepared and submitted. The Customer Care Advocate, responsible for preparing the responses, reviewed the policies and procedures currently in place with Accounting to prevent errors in posting payment batches. Accounting has devised and implemented additional quality assurance measures with redundant reviews, to assure that payment batches are posted to the corresponding accounts on the business day they are received. These procedures are summarized as follows:

1. Each day, the cash application team posts all payment batches received and submits a checklist to the Accounting Manager indicating that each payment type received for each utility has been applied.
2. The Accounting Manager will independently verify that the batches listed on the checklist have been posted by 5:00 p.m. each day.
3. The following day, an accountant will reconcile previous day-posted batches to the bank statement.

The additional oversight controls should prevent a reoccurrence. Finally, as a result of the complaints, the Company reviewed the processes in place to assure that customers are not accidentally disconnected. These procedures are summarized below.

Disconnect Policies and Procedures

All policies and procedures are in accordance with Arizona Administrative Code R14-2-409 and R14-2-410, and Arizona Administration Code R14-2-608 and R14-2-609

Due Date: Payments are due fifteen (15) calendar days from the date the original bill was rendered for water service and ten (10) calendar days from the date the original bill was rendered for sewer service. For simplification, the Company uses a due date of fifteen calendar days for combined water and wastewater service bills.

Notice Sent: A written disconnect notice advising the customer that their payment is past due is mailed three (3) business days after the due date. (See attached sample notice.) The disconnect notice specifies a disconnect date of ten (10) calendar days from the day the notice is mailed. The notice advises the customer of the amount past due, the date by which it must be paid, and that if payment is not

received by 5:00 p.m. on the disconnect date the account will be inactivated. The notice also advises customers of the reconnection fee. The notice also states that if the customer is unable to pay the amount in full, they should contact Customer Service. See attached sample notice and tariff specifying the disconnect fees.

Late Fees Assessed: Payments not received by the due date are assessed late fees of 1.5% on the past due balance per month, as of the third business day after the due date. Late fees appear on the customer's next regular bill because payment of the late fees is not required to avoid disconnection.

Automated Calls: In addition, standard procedure is to attempt to contact customers with past due balances, via an automated phone call, to advise them that the account is at risk for disconnection. If the automated call is completed/answered the customer can immediately connect to Customer Care to make a payment or payment arrangement. If a call is completed/answered the automated system stops for that day, regardless of whether the customer makes a payment or payment arrangement. If the call is not completed/answered, the automated system will make up to two additional attempts per day to complete the call. The calls will continue, up to three attempts per day, each day that the account remains in a "disconnect" status. Once a payment or payment arrangement is made, the system re-sets on the following day and there are no further automated attempts to reach the customer.

Payment: Customers may make payments in person, on-line, or via phone. Customers who call Customer Care to make a payment by phone are notified that if their account is scheduled for disconnection that day, the customer must talk to a representative: "If your account is scheduled for disconnection TODAY, you will need to process your payment with a representative." Naturally, customers who make payment in person are already speaking with a representative.

Payment Arrangements: Customers that are delinquent and need an arrangement are asked to place a "good faith" payment of 20% of their balance to be placed on a payment arrangement. However, there are circumstances in which the "good faith" payment would not be required (i.e., death, loss of job, hospitalization, etc.). The payment arrangement will be set so that the customer will be in good standing as of their next billing cycle. If there are extenuating circumstances and the customer is unable to agree to this type of arrangement, the customer will be sent to a Supervisor and a longer arrangement can be set. A customer that cannot make a payment arrangement will be referred to the Low Income Relief Program. See additional information regarding the Low Income Relief Program, attached. Information about the Low Income Relief Program is also

available on the Company's website at www.gwresources.com. (The Company is currently working with the Arizona Community Action Association to improve access to the Low Income Relief Program.)

No Payment Received: If a customer does not make a payment in full or a payment arrangement by the due date specified in the disconnection notice, the account is added to a disconnect list on the following business day. The disconnect list is then manually reviewed and compared to the most recent account information to ensure the accuracy of the disconnect list and avoid errors.

After the manual review, disconnections are completed for the qualifying accounts, usually on the same day. If a disconnect is not completed on the day of manual review, the account is reviewed again on the day the disconnection is scheduled for completion to verify that the account has not yet been paid.

Errors: While not a common occurrence, if an account is erroneously disconnected, the Company's standard procedure is to immediately respond and reconnect the account within sixty minutes from the time the customer notifies the Company, including after regular business hours.

Reconnection: Customers who are disconnected for non-payment are scheduled for reconnection as soon as possible. Every effort is made to reconnect the customer the same business day; depending on the time of day payment is received. Customers are guaranteed to have service restored on the same day the payment is received, if they agree to pay the Reconnection of Service After Hours fee of \$50.00. This fee is charged only if the reconnection is completed after 5:00 p.m. On high volume days, customers that do not agree to the same day fee may be reconnected on the business day following payment.

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Global Water Resources
 21410 N 19th Avenue, Suite 201
 Phoenix, Arizona 85027

Billing and Service Numbers:
 Customer Service (520) 568-4452
 Fax (623) 518-4100
 customer.service@gwresources.com
 emergency@gwresources.com
 www.gwresources.com

Customer Service Phone Hours: Monday thru Friday 8am-5pm

Maricopa Office Hours: Monday thru Friday 8:30am-5:00pm

DISCONNECT NOTICE

Our records indicate that your account is past due. If you have recently paid this amount in full, please disregard this notice. If you have not already paid, you have until 5:00pm on the Disconnect Date below to pay in full or your service will be disconnected without further notice in accordance with Arizona Administrative Codes (AAC) R14-2-410 and R14-2-609.

If you do not pay in full by 5:00pm on the Disconnect Date below, your account will be inactivated and you will be required to pay all past due amounts and a reconnection fee of \$70.00 in order to reactivate your account in accordance with the Company's approved tariff.

Notice Date	Total Due	Disconnect Date
05/21/2013	[REDACTED]	06/03/2013

Reminder: Per AAC R14-2-409 and R14-2-609 any payment not received within 15 days (for water service) or 10 days (for sewer service) from the date the original bill was rendered is considered delinquent, and is subject to a late fee in accordance with the Company's approved tariff.

If you have any questions regarding this Disconnect Notice, or are unable to pay the amount above in full by the Disconnect Date, please contact customer service at the number listed above.

Please return this portion with your payment. Thank You.

Customer-Account Number	Disconnect Date	Amount Paid	PAY THIS
[REDACTED]	06/03/2013	[REDACTED]	[REDACTED]

Please include customer account number on check

Make checks payable to Santa Cruz /Palo Verde.

00061959800006868560000126009



Send Remittance to:
 Santa Cruz /Palo Verde.
 PO BOX 52747
 PHOENIX, AZ 85072



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BEFORE THE ARIZONA CORPORATION COMMISSION
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COMMISSIONERS

KRISTIN K. MAYES, Chairman 2010 SEP 16 P 3:46
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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 Revised Tariffs

Arizona Corporation Commission

DOCKETED

SEP 16 2010

DOCKETED BY 

Global Water - Santa Cruz Water Company

MONTHLY USAGE CHARGE:

Meter Size (All Classes)		
5/8" x 3/4" Meter	\$	27.68
3/4" Meter		27.68
1" Meter		69.20
1-1/2" Meter		138.40
2" Meter		221.44
3" Meter		442.88
4" Meter		692.00
6" Meter		1,384.00
8" Meter		2,768.00

COMMODITY RATE CHARGES (Per 1,000 Gallons):

Potable Water - All Meter Sizes and Classes	Rate Block	Volumetric Charge
Tier One Breakover	1,000 Gallons	\$ 1.30
Tier Two Breakover	5,000 Gallons	2.12
Tier Three Breakover	10,000 Gallons	2.94
Tier Four Breakover	18,000 Gallons	3.76
Tier Five Breakover	25,000 Gallons	4.58
Tier Six Breakover	999,999,999	5.48

Conservation Rebate Threshold ("CRT") 7,001 Gallons
 Commodity Rate Rebate (applied if consumption is below the CRT): 65%

Non-Potable Water - All Meter Sizes and Classes	Volumetric Charge
All Gallons (Per Acre Foot)	\$ 185.74
All Gallons (Per 1,000 Gallons)	0.57

SERVICE LINE AND METER INSTALLATION CHARGES:

(Refundable Pursuant to A.A.C. R14-2-405)

Meter Size	Service Line Charges	Meter Charges	Total Charges
5/8" x 3/4" Meter	\$ 445.00	\$ 155.00	\$ 600.00
3/4" Meter	445.00	255.00	700.00
1" Meter	495.00	315.00	810.00
1-1/2" Meter	550.00	525.00	1,075.00
2" Turbine	830.00	1,045.00	1,875.00
2" Compound	830.00	1,890.00	2,720.00
3" Turbine	1,045.00	1,670.00	2,715.00
3" Compound	1,165.00	2,545.00	3,710.00
4" Turbine	1,490.00	2,670.00	4,160.00
4" Compound	1,670.00	3,645.00	5,315.00
6" Turbine	2,210.00	5,025.00	7,235.00
6" Compound	2,330.00	6,920.00	9,250.00
8" and Larger	At Cost	At Cost	At Cost

SERVICE CHARGES:

Establishment	\$ 35.00
Establishment (After Hours)	50.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
Reconnection of Service-After Hours (Delinquent)	50.00
Meter Move at Customer Request	(b)
After Hours Service Charge, Per Hour *	50.00
Deposit	(c)
Meter Re-Read (If Correct)	30.00
Meter Test Fee (If Correct)	30.00
NSF Check	30.00
Late Payment Charge (Per Month)	1.5%
Deferred Payment (Per Month)	1.5%

(a) Number of Months off System times the Monthly Minimum per A.A.C. R14-2-403(D).

(b) Cost to include parts, labor, overhead and all applicable taxes per A.A.C. R14-2-405(B)(5).

(c) Per A.A.C. R14-2-403(B).

* For After Hours Service Calls for work performed on the customer's property; not to be charged in addition to an establishment or a reconnection after hours charge.

In addition to the collection of its regular rates and charges, the Company shall collect from customers their proportionate share of any privilege, sales or use tax in accordance with A.A.C. R14-4-409(D)(5).

EFFECTIVE: 1 AUGUST 2010

Decision: 71878

Docket No. W-20445A-09-0077 et al.

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

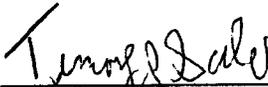
DOCKET NO. W-01212A-09-0082

Notice of Filing Revised Tariffs

8 Global Water – Palo Verde Utilities Company, Global Water – Santa Cruz Water
9 Company, Valencia Water Company – Town Division, Valencia Water Company – Greater
10 Buckeye Division, Water Utility of Greater Tonopah and Willow Valley Water Co. (collectively,
11 the “Global Utilities”) submit revised schedules of rates and charges in accordance with Decision
12 No. 71878 (Sept 15, 2010). The attached tariffs differ from the tariffs filed on September 1, 2010
13 only in the addition of the decision number.

14 RESPECTFULLY SUBMITTED this 16th day of September 2010.

15 ROSHKA DEWULF & PATTEN, PLC

16 By 

17 Michael W. Patten
18 Timothy J. Sabo
19 One Arizona Center
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21 Phoenix, Arizona 85004

Attorneys for Global Utilities

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23 Original +13 copies of the foregoing
24 filed this 16th day of September 2010, with:

25 Docket Control
26 Arizona Corporation Commission
27 1200 West Washington
Phoenix, AZ 85007

1 Copies of the foregoing hand-delivered/mailed
2 this 16th day of September 2010 to:

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4 Chief Administrative Law Judge
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7 1200 West Washington
8 Phoenix, AZ 85007

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Buckeye, AZ 85326

25 By *Hebbie Amara*

Global Water - Palo Verde Utilities Company

BASIC SERVICE CHARGE:

5/8" x 3/4" Meter	\$ 62.91
3/4" Meter	62.91
1" Meter	157.28
1-1/2" Meter	314.55
2" Meter	503.28
3" Meter	1,006.56
4" Meter	1,572.75
6" Meter	3,145.50
8" Meter	5,032.80

PHASE IN RATES:

	August 1, 2010	January 1, 2011	January 1, 2012
5/8" x 3/4" Meter	\$ 42.97	\$ 52.94	\$ 62.91
3/4" Meter	42.97	52.94	62.91
1" Meter	107.43	132.35	157.28
1-1/2" Meter	214.85	264.70	314.55
2" Meter	343.76	423.52	503.28
3" Meter	687.52	847.04	1,006.56
4" Meter	1,074.25	1,323.50	1,572.75
6" Meter	2,148.50	2,647.00	3,145.50
8" Meter	1,677.60	3,355.20	5,032.80

EFFLUENT CHARGE:

All Gallons (Per Acre Foot)	\$ 185.74
All Gallons (Per 1,000 Gallons)	0.57

SERVICE CHARGES:

Establishment	\$ 35.00
Establishment (After Hours)	50.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
Reconnection of Service-After Hours (Delinquent)	50.00
After Hours Service Charge, Per Hour *	50.00
Deposit	(b)
NSF Check	30.00
Late Payment Charge (Per Month)	1.5%
Deferred Payment (Per Month)	1.5%

(a) Number of Months off System times the Monthly Minimum per A.A.C. R14-2-603(D).

(b) Per A.A.C. R14-2-603(B)

* For After Hours Service Calls for work performed on the customer's property; not to be charged in addition to an establishment or a reconnection after hours charge.

In addition to the collection of its regular rates and charges, the Company shall collect from customers their proportionate share of any privilege, sales or use tax in accordance with A.A.C. R14-4-608(D)(5).

EFFECTIVE: 1 AUGUST 2010

Decision: 71878

Docket No. W-20445A-09-0077 et al.

Valencia Water Company - Town Division

MONTHLY USAGE CHARGE:

Meter Size (All Classes)		
5/8" x 3/4" Meter	\$	30.88
3/4" Meter		30.88
1" Meter		77.20
1-1/2" Meter		154.40
2" Meter		247.04
3" Meter		494.08
4" Meter		772.00
6" Meter		1,544.00
8" Meter		3,088.00

COMMODITY RATE CHARGES (Per 1,000 Gallons):

Potable Water - All Meter Sizes and Classes	Rate Block	Volumetric Charge
Tier One Breakover	1,000 Gallons	\$ 1.10
Tier Two Breakover	5,000 Gallons	1.98
Tier Three Breakover	10,000 Gallons	2.85
Tier Four Breakover	18,000 Gallons	3.83
Tier Five Breakover	25,000 Gallons	4.90
Tier Six Breakover	999,999,999	6.02

Conservation Rebate Threshold ("CRT") 6,701 Gallons
 Commodity Rate Rebate (applied if consumption is below the CRT): 59%

Non-Potable Water - All Meter Sizes and Classes	Volumetric Charge
All Gallons (Per Acre Foot)	\$ 185.74
All Gallons (Per 1,000 Gallons)	0.57

SERVICE LINE AND METER INSTALLATION CHARGES:

(Refundable Pursuant to A.A.C. R14-2-405)

Meter Size	Service Line Charges	Meter Charges	Total Charges
5/8" x 3/4" Meter	\$ 445.00	\$ 155.00	\$ 600.00
3/4" Meter	445.00	255.00	700.00
1" Meter	495.00	315.00	810.00
1-1/2" Meter	550.00	525.00	1,075.00
2" Turbine	830.00	1,045.00	1,875.00
2" Compound	830.00	1,890.00	2,720.00
3" Turbine	1,045.00	1,670.00	2,715.00
3" Compound	1,165.00	2,545.00	3,710.00
4" Turbine	1,490.00	2,670.00	4,160.00
4" Compound	1,670.00	3,645.00	5,315.00
6" Turbine	2,210.00	5,025.00	7,235.00
6" Compound	2,330.00	6,920.00	9,250.00
8" and Larger	At Cost	At Cost	At Cost

SERVICE CHARGES:

Establishment	\$ 35.00
Establishment (After Hours)	50.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
Reconnection of Service-After Hours (Delinquent)	50.00
Meter Move at Customer Request	(b)
After Hours Service Charge, Per Hour *	50.00
Deposit	(c)
Meter Re-Read (If Correct)	30.00
Meter Test Fee (If Correct)	30.00
NSF Check	30.00
Late Payment Charge (Per Month)	1.5%
Deferred Payment (Per Month)	1.5%

(a) Number of Months off System times the Monthly Minimum per A.A.C. R14-2-403(D).

(b) Cost to include parts, labor, overhead and all applicable taxes per A.A.C. R14-2-405(B)(5).

(c) Per A.A.C. R14-2-403(B).

* For After Hours Service Calls for work performed on the customer's property; not to be charged in addition to an establishment or a reconnection after hours charge.

In addition to the collection of its regular rates and charges, the Company shall collect from customers their proportionate share of any privilege, sales or use tax in accordance with A.A.C. R14-4-409(D)(5).

EFFECTIVE: 1 AUGUST 2010

Decision: 71878

Docket No. W-20445A-09-0077 et al.

Valencia Water Company - Greater Buckeye Division

MONTHLY USAGE CHARGE:

Meter Size (All Classes)		
5/8" x 3/4" Meter	\$	27.72
3/4" Meter		27.72
1" Meter		69.30
1-1/2" Meter		138.60
2" Meter		221.76
3" Meter		443.52
4" Meter		693.00
6" Meter		1,386.00

COMMODITY RATE CHARGES (Per 1,000 Gallons):

Potable Water - All Meter Sizes and Classes	Rate Block	Volumetric Charge
Tier One Breakover	1,000 Gallons	\$ 1.35
Tier Two Breakover	5,000 Gallons	2.55
Tier Three Breakover	10,000 Gallons	3.75
Tier Four Breakover	18,000 Gallons	4.95
Tier Five Breakover	25,000 Gallons	6.15
Tier Six Breakover	999,999,999	7.35

Conservation Rebate Threshold ("CRT") 9,001 Gallons
 Commodity Rate Rebate (applied if consumption is below the CRT): 45%

Non-Potable Water - All Meter Sizes and Classes	Volumetric Charge
All Gallons (Per Acre Foot)	\$ 185.74
All Gallons (Per 1,000 Gallons)	0.57

SERVICE LINE AND METER INSTALLATION CHARGES:

(Refundable Pursuant to A.A.C. R14-2-405)

Meter Size	Service Line Charges	Meter Charges	Total Charges
5/8" x 3/4" Meter	\$ 445.00	\$ 155.00	\$ 600.00
3/4" Meter	445.00	255.00	700.00
1" Meter	495.00	315.00	810.00
1-1/2" Meter	550.00	525.00	1,075.00
2" Turbine	830.00	1,045.00	1,875.00
2" Compound	830.00	1,890.00	2,720.00
3" Turbine	1,045.00	1,670.00	2,715.00
3" Compound	1,165.00	2,545.00	3,710.00
4" Turbine	1,490.00	2,670.00	4,160.00
4" Compound	1,670.00	3,645.00	5,315.00
6" Turbine	2,210.00	5,025.00	7,235.00
6" Compound	2,330.00	6,920.00	9,250.00
8" and Larger	At Cost	At Cost	At Cost

SERVICE CHARGES:

Establishment	\$ 35.00
Establishment (After Hours)	50.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
Reconnection of Service-After Hours (Delinquent)	50.00
Meter Move at Customer Request	(b)
After Hours Service Charge, Per Hour *	50.00
Deposit	(c)
Meter Re-Read (If Correct)	30.00
Meter Test Fee (If Correct)	30.00
NSF Check	30.00
Late Payment Charge (Per Month)	1.5%
Deferred Payment (Per Month)	1.5%

(a) Number of Months off System times the Monthly Minimum per A.A.C. R14-2-403(D).

(b) Cost to include parts, labor, overhead and all applicable taxes per A.A.C. R14-2-405(B)(5).

(c) Per A.A.C. R14-2-403(B).

* For After Hours Service Calls for work performed on the customer's property; not to be charged in addition to an establishment or a reconnection after hours charge.

In addition to the collection of its regular rates and charges, the Company shall collect from customers their proportionate share of any privilege, sales or use tax in accordance with A.A.C. R14-4-409(D)(5).

EFFECTIVE: 1 AUGUST 2010

Decision: 71878

Docket No. W-20445A-09-0077 et al.

Water Utility of Greater Tonopah

MONTHLY USAGE CHARGE:

Meter Size (All Classes)		
5/8" x 3/4" Meter	\$	22.55
3/4" Meter		22.55
1" Meter		56.38
1-1/2" Meter		112.75
2" Meter		180.40
3" Meter		360.80
4" Meter		563.75
6" Meter		1,127.50
8" Meter		2,255.00

COMMODITY RATE CHARGES (Per 1,000 Gallons):

Potable Water - All Meter Sizes and Classes	Rate Block	Volumetric Charge
Tier One Breakover	1,000 Gallons	\$ 1.18
Tier Two Breakover	5,000 Gallons	1.99
Tier Three Breakover	10,000 Gallons	2.89
Tier Four Breakover	18,000 Gallons	3.80
Tier Five Breakover	25,000 Gallons	4.68
Tier Six Breakover	999,999,999	5.54

Conservation Rebate Threshold ("CRT") 7,401 Gallons
 Commodity Rate Rebate (applied if consumption is below the CRT): 45%

Non-Potable Water - All Meter Sizes and Classes	Volumetric Charge
All Gallons (Per Acre Foot)	\$ 185.74
All Gallons (Per 1,000 Gallons)	0.57

SERVICE LINE AND METER INSTALLATION CHARGES:

(Refundable Pursuant to A.A.C. R14-2-405)

Meter Size	Service Line Charges	Meter Charges	Total Charges
5/8" x 3/4" Meter	\$ 445.00	\$ 155.00	\$ 600.00
3/4" Meter	445.00	255.00	700.00
1" Meter	495.00	315.00	810.00
1-1/2" Meter	550.00	525.00	1,075.00
2" Turbine	830.00	1,045.00	1,875.00
2" Compound	830.00	1,890.00	2,720.00
3" Turbine	1,045.00	1,670.00	2,715.00
3" Compound	1,165.00	2,545.00	3,710.00
4" Turbine	1,490.00	2,670.00	4,160.00
4" Compound	1,670.00	3,645.00	5,315.00
6" Turbine	2,210.00	5,025.00	7,235.00
6" Compound	2,330.00	6,920.00	9,250.00
8" and Larger	At Cost	At Cost	At Cost

SERVICE CHARGES:

Establishment	\$ 35.00
Establishment (After Hours)	50.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
Reconnection of Service-After Hours (Delinquent)	50.00
Meter Move at Customer Request	(b)
After Hours Service Charge, Per Hour *	50.00
Deposit	(c)
Meter Re-Read (If Correct)	30.00
Meter Test Fee (If Correct)	30.00
NSF Check	30.00
Late Payment Charge (Per Month)	1.5%
Deferred Payment (Per Month)	1.5%

(a) Number of Months off System times the Monthly Minimum per A.A.C. R14-2-403(D).

(b) Cost to include parts, labor, overhead and all applicable taxes per A.A.C. R14-2-405(B)(5).

(c) Per A.A.C. R14-2-403(B).

* For After Hours Service Calls for work performed on the customer's property; not to be charged in addition to an establishment or a reconnection after hours charge.

In addition to the collection of its regular rates and charges, the Company shall collect from customers their proportionate share of any privilege, sales or use tax in accordance with A.A.C. R14-4-409(D)(5).

EFFECTIVE: 1 AUGUST 2010

Decision: 71878

Docket No. W-20445A-09-0077 et al.

Willow Valley Water Company

MONTHLY USAGE CHARGE:

Meter Size (All Classes)		
5/8" x 3/4" Meter	\$	21.12
3/4" Meter		21.12
1" Meter		52.80
1-1/2" Meter		105.60
2" Meter		168.96
3" Meter		337.92
4" Meter		528.00
6" Meter		1,056.00
8" Meter		2,112.00

COMMODITY RATE CHARGES (Per 1,000 Gallons):

Potable Water - All Meter Sizes and Classes	Rate Block	Volumetric Charge
Tier One Breakover	1,000 Gallons	\$ 1.48
Tier Two Breakover	5,000 Gallons	2.99
Tier Three Breakover	10,000 Gallons	4.51
Tier Four Breakover	18,000 Gallons	6.00
Tier Five Breakover	25,000 Gallons	7.50
Tier Six Breakover	999,999,999	9.00

Conservation Rebate Threshold ("CRT") 6,401 Gallons
 Commodity Rate Rebate (applied if consumption is below the CRT): 45%

Non-Potable Water - All Meter Sizes and Classes	Volumetric Charge
All Gallons (Per Acre Foot)	\$ 185.74
All Gallons (Per 1,000 Gallons)	0.57

SERVICE LINE AND METER INSTALLATION CHARGES:

(Refundable Pursuant to AAC. R14-2-405)

Meter Size	Service Line Charges	Meter Charges	Total Charges
5/8" x 3/4" Meter	\$ 445.00	\$ 155.00	\$ 600.00
3/4" Meter	445.00	255.00	700.00
1" Meter	495.00	315.00	810.00
1-1/2" Meter	550.00	525.00	1,075.00
2" Turbine	830.00	1,045.00	1,875.00
2" Compound	830.00	1,890.00	2,720.00
3" Turbine	1,045.00	1,670.00	2,715.00
3" Compound	1,165.00	2,545.00	3,710.00
4" Turbine	1,490.00	2,670.00	4,160.00
4" Compound	1,670.00	3,645.00	5,315.00
6" Turbine	2,210.00	5,025.00	7,235.00
6" Compound	2,330.00	6,920.00	9,250.00
8" and Larger	At Cost	At Cost	At Cost

SERVICE CHARGES:

Establishment	\$ 35.00
Establishment (After Hours)	50.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
Reconnection of Service-After Hours (Delinquent)	50.00
Meter Move at Customer Request	(b)
After Hours Service Charge, Per Hour *	50.00
Deposit	(c)
Meter Re-Read (If Correct)	30.00
Meter Test Fee (If Correct)	30.00
NSF Check	30.00
Late Payment Charge (Per Month)	1.5%
Deferred Payment (Per Month)	1.5%

(a) Number of Months off System times the Monthly Minimum per A.A.C. R14-2-403(D).

(b) Cost to include parts, labor, overhead and all applicable taxes per A.A.C. R14-2-405(B)(5).

(c) Per A.A.C. R14-2-403(B).

* For After Hours Service Calls for work performed on the customer's property; not to be charged in addition to an establishment or a reconnection after hours charge.

In addition to the collection of its regular rates and charges, the Company shall collect from customers their proportionate share of any privilege, sales or use tax in accordance with A.A.C. R14-4-409(D)(5).

EFFECTIVE: 1 AUGUST 2010

Decision: 71878

Docket No. W-20445A-09-0077 et al.

Attachment

"B"



Global Water's Low Income Relief Tariff and Program Summary

July 1, 2013

The Low Income Relief Program is funded in the amount of \$100,000 per year, with half of the revenues coming from the company and half of the revenue coming from customers from the approved Low Income Relief Tariff. The Program is administered by the Arizona Community Action Agency (ACAA).

Information regarding the program is provided on the company website, by Customer Care representatives and by the ACAA. Customer Care representatives are instructed as follows:

- Anyone can apply for assistance, whether or not they have used their two annual payment arrangements. (In addition to the low income relief program, Global Water also offers customers the option of up to two annual payment arrangements.)
- Customer Care Representatives advise customers who need assistance to either visit www.arizonaselfhelp.org or call ACAA at 602-604-0640
- Customers in need of financial assistance can visit also the Global Water Website for information.

The Company reports annually to the ACC regarding the status of the program.

The following information regarding the program is attached:

- The annual Low Income Relief Tariff Report filed April 30, 2013 with the Arizona Corporation Commission.
- The information available on the Company's website. Customer Care representatives use this same information to refer customers to the program.
- The instructions provided to ACAA regarding who qualifies for funds is attached.
- The approved low income relief tariff.



**ANNUAL REPORT
Low Income Relief Program**

Commission Decision No. 72440 (dated June 27, 2011) requires that Global Water – Palo Verde Utilities 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 Co. (collectively, the “Global Utilities”) file, by April 30 of each year, a report of the activities of the Low Income Relief Program (the “LIRP”) for the preceding calendar year. The report is to include but not be limited to an annual report by the Arizona Community Action Association (ACAA), the total of Low Income Relief Program funds collected, and the total match by Global Utilities. The following information is provided for the calendar year ending December 31, 2012.

Annual Report by the Arizona Community Action Association

Effective September 1, 2011, Global Water Resources, Inc. entered into an agreement with the Arizona Community Action Association, Inc., an Arizona non-profit corporation, (the “ACAA”) to administer the LIRP. Thereafter, the ACAA entered into agreements with two Community Action Programs (CAPs) for distribution of the funds within the various service areas of the Global Utilities.

The Community Action Human Resource Agency (CAHRA) is responsible for the distribution of funds in areas served by Santa Cruz Water Company and Palo Verde Utilities Company. The Western Arizona Council of Governments (WACOG) is responsible for the distribution of funds in areas served by the Willow Valley Water Company. The ACAA was unable to contract with any entity to administer the funds for areas served by Valencia Water Company or the Water Utility of Greater Tonopah. The ACAA reported that the total received for the program in 2012 was \$105,823. Total funds distributed and households assisted were:

Agency	Funds Distributed	Households Assisted
CAHRA	\$2,285.48	9
WACOG	\$0	0

The balance of the program at the end of 2012 for the ACAA was \$103,537. In light of this information, Global is considering what steps could be taken to increase the distribution of funds and/or reduce the annual contributions.

Annual Calculation of Low Income Relief Tariff

The Low Income Relief Tariff (the "LIRT") is funded by Global Shareholders and Global Customers through a monthly customer surcharge and an equal match by the Global Utilities. The LIRT is capped at \$100,000 total annual funding (shareholder and customer funds) across the Global Utilities. The monthly LIRT surcharge is determined in November of each year for the next year, and is based on the number of active connections as of September 30th. On November 1, 2011, the Global Utilities submitted the computation for the monthly customer surcharge to become effective January 1, 2012. The monthly customer surcharge for 2012 was \$0.11 per month, per connection.

Total Low Income Relief Program Funds

Exhibit 1 to this Annual Report shows the total amount of Low Income Relief Program Funds Collected via the LIRT and the total amount of matching funds for each of the Global Utilities for Calendar Year 2012. For 2012, total contributions from all utilities were \$45,793. Total customer contributions were \$53,320.

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**Low Income Relief Program
2012**

Company	Jan-12		Feb-12		Mar-12	
	201201		201202		201203	
	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution
Palo Verde Utilities Company*	(1,681)	-	(1,681)	-	(1,681)	-
Santa Cruz Water Company	(1,659)	(3,523)	(1,659)	(3,517)	(1,659)	(3,543)
Valencia Water Company -- TD	(552)	(587)	(552)	(585)	(552)	(591)
Willow Valley Water Company	(168)	(165)	(168)	(166)	(168)	(165)
Water Utility of Greater Tonopah	(34)	(36)	(34)	(35)	(34)	(36)
Valencia Water Company - GB	(67)	(69)	(67)	(68)	(67)	(69)
	(4,162)	(4,378)	(4,162)	(4,371)	(4,162)	(4,404)

*Customer Contributions for Palo Verde Utilities Company are included in the totals for Santa Cruz Water

**Low Income Relief Program
2012**

Company	Apr-12		May-12		Jun-12	
	201204		201205		201206	
	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution
Palo Verde Utilities Company*	(1,681)	-	(1,681)	-	(1,681)	-
Santa Cruz Water Company	(1,659)	(3,548)	(1,659)	(3,555)	(1,659)	(3,558)
Valencia Water Company -- TD	(552)	(591)	(552)	(595)	(552)	(597)
Willow Valley Water Company	(168)	(166)	(168)	(166)	(168)	(165)
Water Utility of Greater Tonopah	(34)	(36)	(34)	(36)	(34)	(36)
Valencia Water Company - GB	(67)	(68)	(67)	(70)	(67)	(69)
	(4,162)	(4,408)	(4,162)	(4,422)	(4,162)	(4,425)

*Customer Contributions for Palo Verde Utilities Company are included in the totals for Santa Cruz Water

**Low Income Relief Program
2012**

Company	Jul-12		Aug-12		Sep-12	
	201207		201208		201209	
	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution
Palo Verde Utilities Company*	(1,681)	-	(1,681)	-	(1,681)	-
Santa Cruz Water Company	(1,659)	(3,607)	(1,659)	(3,573)	(1,659)	(3,611)
Valencia Water Company -- TD	(552)	(603)	(552)	(604)	(552)	(609)
Willow Valley Water Company	(168)	(165)	(168)	(165)	(168)	(165)
Water Utility of Greater Tonopah	(34)	(37)	(34)	(36)	(34)	(36)
Valencia Water Company - GB	(67)	(70)	(67)	(70)	(67)	(70)
	(4,162)	(4,481)	(4,162)	(4,448)	(4,162)	(4,493)

*Customer Contributions for Palo Verde Utilities Company are included in the totals for Santa Cruz Water

**Low Income Relief Program
2012**

Company	Oct-12		Nov-12		Dec-12	
	201210		201211		201212	
	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution	Company Contribution	Customer Contribution
Palo Verde Utilities Company*	(1,664)	-	(1,664)	-	(1,664)	-
Santa Cruz Water Company	(1,683)	(2,881)	(1,683)	(4,336)	(1,683)	(3,626)
Valencia Water Company -- TD	(568)	(610)	(568)	(613)	(568)	(613)
Willow Valley Water Company	(153)	(165)	(153)	(164)	(153)	(166)
Water Utility of Greater Tonopah	(34)	(36)	(34)	(36)	(34)	(36)
Valencia Water Company - GB	(65)	(69)	(65)	(70)	(65)	(70)
	(4,167)	(3,761)	(4,167)	(5,219)	(4,167)	(4,509)

*Customer Contributions for Palo Verde Utilities Company are included in the totals for Santa Cruz Water

Low Income Relief Program
2012

2012 Totals

Company	Company Contribution	Customer Contributions
Palo Verde Utilities Company*	(18,460)	-
Santa Cruz Water Company	(18,297)	(42,877)
Valencia Water Company -- TD	(6,106)	(7,197)
Willow Valley Water Company	(1,822)	(1,983)
Water Utility of Greater Tonopah	(376)	(432)
Valencia Water Company - GB	(732)	(832)
	(45,793)	(53,320)

*Customer Contributions for Palo Verde Utilities Company are included in the totals for Santa Cruz Water



Low Income Relief Program and Tariff

About the Program

In Decision No. 72440, dated June 27, 2011, the Arizona Corporation Commission ("ACC") approved Global Water's application to implement a Low Income Relief Program ("LIRP") for its consumers. The LIRP is designed to provide short-term financial relief for consumers experiencing acute financial distress. The LIRP is administered on behalf of Global Water by the Arizona Community Action Association, a 501(c)(3) non-profit organization specializing in the implementation of social assistance programs.

The LIRP is funded at a level of \$100,000 per year. This amount is made up by a \$50,000 contribution from Global Water shareholders at \$4,167 per month and an ACC approved LIRP Surcharge of \$0.11 per month per connection. In the case where consumers receive both water and sewer services from Global Water utilities, the surcharge will be \$0.22/month. The surcharge is effective on all invoices rendered on or after August 1st, 2011, and will be reviewed annually by the ACC and adjusted on January 1st of each year to meet the LIRP funding established in Decision No. 72440.

Qualifying for the Program

To qualify, applicants must:

1. Have their primary legal residence in the Global Utilities' service areas
2. Have no history of utility tampering (cutting locks, water theft, etc.)
3. Have made a sincere effort to pay
4. Have household income equal to or less than 200% of the Federal Poverty Guidelines

Benefit amounts are capped at \$250/year per customer. Funds may be used for any of the following fees incurred by the customer: deposits, late fees, reconnection fees, normal billing service fees, returned payment fees, after-hours service fees (where applicable).

How to Apply for the Program

Applicants need to go to the Arizona Self Help site, then proceed to the "Click here to begin the screening" tab, fill out the screening form, and submit the form to see which assistance programs they qualify for. Additional instructions will be provided once the screening is complete. For questions regarding the screening application or Arizona Self Help website, please contact the ACAA at (602-604-0640).

For additional questions regarding the LIRP, please email Global Water Customer Service or call us at (623-518-4000) or (520-568-4452).

Source: http://www.gwresources.com/resources/Pages/customers/rates_tariffs/lirp_tariff.aspx
June 7, 2013



Low Income Relief Tariff

Exhibit 1:

WATER COMPANIES:

- Santa Cruz Water Company (Water-Maricopa)
- Palo Verde Utilities Company (Sewer-Maricopa)
- Valencia Water Company (Town Division)
- Valencia Water Company (Greater Buckeye Division)
- Water Utility of Greater Tonopah
- Willow Valley Water Company

QUALIFIED CHARGES:

Current and past due charges, deposits, late fees, reconnection fees, service fees, returned payment fees, after hours service fees (where applicable).

MAXIMUM GRANT AMOUNT:

\$250.00 annually from the date of application (No credit can be given on account). A household may be assisted more than once as long as the assistance does not exceed \$250.00 per 12 month period, beginning from the initial application date.

SERVICE CODES:

UTA and UDE

ELIGIBILITY CRITERIA:

1. The customer has made a sincere effort to pay.
2. There has been no meter tampering or cutting of locks. Utility will inform you.

If Criteria 1 and 2 are cleared by the utility, then proceed with scheduling an appointment.

3. Household income for the most recent 30 days, including the date of application, must be at or below 200 % of **current Federal Poverty Guidelines**. All income must be verified.

Household must be facing a hardship which is documented on the application only.

CRISIS:

1. Application for benefits
2. Picture I. D. to verify customer of record
3. Most recent water bill

CLIENT FILES MUST CONTAIN:

4. Income verification for last 30 days from date of application

ORIGINAL

BEFORE THE ARIZONA CORPORATIC

Arizona Corporation Commission

DOCKETED

AUG 23 2012

COMMISSIONERS

2012 AUG 23 P 3:44

GARY PIERCE, Chairman

BOB STUMP

SANDRA D. KENNEDY

PAUL D. NEWMAN

BRENDA BURNS

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

DOCKETED BY *JM*

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
Revised Low Income Relief Tariff
(Decision No. 72440)

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

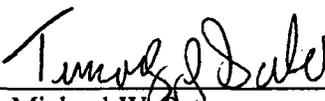
DOCKET NO. W-01212A-09-0082

**Notice of Filing Compliance
Revised Low Income Relief Tariff
(Decision No. 72440)**

6 On November 15, 2010, Global Water – Palo Verde Utilities Company, Global Water –
7 Santa Cruz Water Company, Valencia Water Company – Town Division, Valencia Water
8 Company – Greater Buckeye Division, Water Utility of Greater Tonopah and Willow Valley
9 Water Co. (collectively, the “Global Utilities”) submitted, as required in Decision No. 71878
10 (dated September 15, 2010), a copy of their Low Income Relief Tariff for Staff’s review and
11 Commission consideration. Thereafter, the Commission approved the low income program in
12 Decision No. 72440 (June 27, 2011), and required Global to file a conforming tariff. In
13 compliance with Decision No. 72440, Global filed the revised low income tariff on July 14, 2011.
14 Staff has requested certain revisions in the tariff. Accordingly, the Global Utilities file a revised
15 version of the Low Income Tariff incorporating the revisions suggested by Commission Staff.

16
17 RESPECTFULLY SUBMITTED this 23rd day of August 2012.

18 ROSHKA DEWULF & PATTEN, PLC

19
20 By 
21 Michael W. Patten
22 Timothy J. Sabo
23 One Arizona Center
24 400 East Van Buren Street, Suite 800
25 Phoenix, Arizona 85004

26 *Attorneys for Global Utilities*
27

1 Original +13 copies of the foregoing
2 filed this 23rd 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 23rd 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
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Low Income Relief Tariff

Applicable to:

- Global Water – Palo Verde Utilities Company;
- Global Water – Santa Cruz Water Company;
- Valencia Water Company – Town Division;
- Valencia Water Company – Greater Buckeye Division;
- Water Utility of Greater Tonopah;
- Willow Valley Water Company.

Purpose:

The purpose of this tariff is to define the process for funding the Low Income Relief Program (LIRP). Funding for the LIRP includes a customer surcharge and a Company match. Company is owned by Global Water Resources (Global).

Funding:

Funding for the Global Water LIRP is provided by a combination of:

1. Consumer Surcharge:

$$\frac{\$ 50,000/\text{yr} \div 12 \text{ mo/yr}}{38,923 \text{ Active Connections}^1} = \$0.11 \text{ per month, per connection}$$

The Consumer Surcharge will be added to each monthly invoice for all consumers. In the case of Palo Verde and Santa Cruz, a single monthly surcharge of \$0.22 on the consolidated invoice will be added.

2. Global Water Match: \$ 4,167.00/month

The Global Water Match will be provided to the Arizona Community Action Association on a monthly basis.

Details of the program are available in GWR-CP-EX-043, effective date 1 August 2011.

¹ As of 30 September 2010

Effective Date: 1 August 2011
Decision No: 72440
Docket No: W-20445A-09-0077 et al.
ACC Approval: _____

Global Water Attn: Regulatory Affairs
21410 N. 19th Ave., Ste. 201
Phoenix, AZ 85027
623.580.9600

**GLOBAL WATER RESOURCES (GWR)
CODE OF PRACTICE
GWR-CP-EX-043**

Low Income Relief Program

PURPOSE

The purpose of this code of practice is to define the Low Income Relief Tariff (LIRT) for Global Water Utilities and establish the process for funding and distributing the assets of the Low Income Relief Program (LIRP). Funding for the LIRP includes a customer surcharge and a Company match. Company is owned by Global Water Resources (Global).

RULES

Funding the Program

The Arizona Corporation Commission (ACC) has approved the Low Income Relief Tariff which is funded equally by Global Shareholders and Global Customers. The initial LIRP is capped at \$100,000 total annual funding (shareholder and customer funds) across all of Global's Arizona utilities. Monthly program funding is composed of equal parts consumer-generated funds and Company match.

Surcharge

The consumer-generated funds result from a LIRT surcharge assessed on a monthly basis for each actively billed account, per utility, designed to yield \$50,000 of consumer-generated funds per year. Consumer-generated funds from the previous year in excess of \$50,000, if any, shall be deducted from the desired annual yield when determining the LIRT surcharge. The monthly LIRT surcharge will be determined in November of each year for the next year, and be based on the number of active connections as of 30 September. Company will file notice of the surcharge with the ACC on or before 30 November. The new surcharge will have an effective date of 1 August 2011.

Company Match

The Company will contribute an amount equal to that contributed by rate payers. Funding contributed by the Company will be used to cover the program Administrative expenses, with the remainder being used for approved LIRP distributions. The match will be made at the end of each calendar month, and the monthly match is limited to \$4,167.00 total for all Global's Arizona utilities.

Effective Date: 1 August 2011
Decision No: 72440
Docket No: W-20445A-09-0077 et al.
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Phoenix, AZ 85027
623.580.9600

Disposition of Funds

LIRT surcharge funds will be allocated on a monthly basis into a separate LIRT general ledger account. At the end of each calendar month, the Company will provide an equal match of the LIRT surcharge funds, not to exceed \$4167.00 per month. The combined LIRT surcharge funds and Company match will be transferred to the Arizona Community Action Association on a monthly basis, for distribution through qualified Community Action Programs.

The LIRP will be reviewed by the ACC during each subsequent rate filing made by Company.

Administration

The Arizona Community Action Association (ACAA), a 501(c) 3 non-profit agency, will administer the Global Water Low Income Relief Program. The ACAA will coordinate the LIRP with the Community Action Program (CAP) Agencies that assist low income customers to benefit qualifying Global customers. All funds, less ACAA and CAP program administration fees, will be used directly by CAP agencies for bill assistance provided to qualifying Global Customers. The ACAA will work closely with Global Water to determine the appropriate budgets for each CAP agency.

ACAA will make distributions to CAP agencies at least every 6 months.

The available funds are distributed based on a first come, first served basis.

Reporting

The ACAA will provide monthly reporting to Global Water including but not limited to the following:

- Total funds received from the Company
- Total funds distributed to CAP agencies
- The number of households receiving assistance in each Utility's service territory
- Demographics of the households receiving assistance
- Account Balance

The Company will provide annual reporting to the ACC including, but not limited to the following:

- Annual ACAA Report
- Total LIRT funds collected
- Total Company match

Effective Date: 1 August 2011
Decision No: 72440
Docket No: W-20445A-09-0077 et al.
ACC Approval: _____

Global Water Attn: Regulatory Affairs
21410 N. 19th Ave., Ste. 201
Phoenix, AZ 85027
623.580.9600

The annual report will be submitted on or before 30 April.

Governance

The Company-appointed LIRT Program Manager will regularly attend the ACAA Executive Committee meetings, to ensure fund investment and policy decisions are consistent with the initial intent of the LIRP program design.

Qualifications

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Global Utilities' service areas for their primary legal residence only. To qualify, applicants must:

1. Have no history of utility tampering (cutting locks, water theft, etc.).
2. Have made a sincere effort to pay (payment plan in place).
3. Have household income equal to or less than 200% of the Federal Poverty Guidelines.

Benefit amounts are capped at \$250/year per customer. Funds may be used for any of the following fees incurred by the customer: deposits, late fees, reconnection fees, service fees, returned payment fees, after-hours service fees (where applicable).

Notification

Global Water will provide notification to customers about the LIRP through the following:

- Bill stuffers
- Messaging on the monthly billing statements
- Customer Service Representatives will recommend the program, based on customer requests for bill assistance (after the customer has used the two payment arrangements per twelve month period allowed for each account).

REVISIONS

Date	Revision Number	Revisions	OPI
08/13/2010	ORIGINAL (000)		KMD
10/17/2010	Revision (001)		KMD
11/08/2010	Revision (002)		KMD
07/19/2012	Revision (003)		KMD
08/16/2012	Revisions (004)		KMD

Effective Date: 1 August 2011
 Decision No: 72440
 Docket No: W-20445A-09-0077 et al.
 ACC Approval: _____

Global Water Attn: Regulatory Affairs
 21410 N. 19th Ave., Ste. 201
 Phoenix, AZ 85027
 623.580.9600

Attachment

"C"

During the public comment session on 30 May 2013, Mr. Jim DeVenezia provided comments to the Commissioners with his primary concern being "a valve that is dripping." Mr. DeVenezia estimated that 58,320 gallons of water had been lost due to the leak in the previous 81 days.

As a company whose primary objective is the protection of scarce and valuable water resources and actively promotes water conservation, Global Water is continually seeking to reduce water loss. Immediately following Mr. DeVenezia's comments a Global Water representative spoke with Mr. DeVenezia to pin point the location of the leak. Thanks to Mr. DeVenezia's assistance the backflow preventer that was leaking was identified.

The morning following the public comment session a technician visited the site to troubleshoot and repair the leak. Unfortunately, due to the complexity, criticality, and availability of parts the backflow repair could not be made immediately. This particular backflow is an 8" backflow and provides fire protection for Global Water's Water Reclamation Facility. The critical function of this backflow coupled with the complexity of the potential repair mandated additional training before the repair could be made. A technician attended an advanced backflow repair class from 3 - 7 June 2013. Following the class the potential point of failure was determined and the replacement parts were ordered.

As of 17 June 2013 the replacement parts for the 8" backflow were received and the repair was made immediately. Following the repair, the backflow passed all compliance testing and was placed back into operation.

Below are pictures before and after the repair.

BEFORE REPAIR



AFTER REPAIR

