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BEFORE THE ARIZONA CORPORATI

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COMMISSIONERS

- BOB STUMP, Chairman
- GARY PIERCE
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AZ CORP COMMISSION
DOCKET CONTROL

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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. 71878)**

Arizona Corporation Commission
DOCKETED

APR 30 2014

DOCKETED BY 

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. 71878)**

8 Decision No. 72440 (dated June 27, 2011) requires that Global Water – Palo Verde
9 Utilities Company, Global Water – Santa Cruz Water Company, Valencia Water Company –
10 Town Division, Valencia Water Company – Greater Buckeye Division, Water Utility of Greater
11 Tonopah and Willow Valley Water Co. (collectively, the “Global Utilities”) to file, by April 30,
12 each year, a report of the activities of the Low Income Relief Program (“LIRP”) for the preceding
13 calendar year. Accordingly, the Global Utilities file their annual report.

14 RESPECTFULLY SUBMITTED this 30th day of April 2014.

15 ROSHKA DEWULF & PATTEN, PLC

16 By



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24 Original +13 copies of the foregoing
25 filed this 30th day of April 2014, with:

26 Docket Control
27 Arizona Corporation Commission
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Phoenix, AZ 85007

1 Copies of the foregoing hand-delivered/mailed
2 this 30th day of April 2014, to:

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By 



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, 2013.

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. During 2013, ACAA was unable to contract with an entity to administer the funds for areas served by Valencia Water Company or the Water Utility of Greater Tonopah. The Global Utilities are currently working with the ACAA to find a provider. Two potential providers have been contacted. Funds transferred to ACAA in 2013 totaled \$67,582.30. Total funds distributed and households assisted were:

Agency	Funds Distributed	Households Assisted
CAHRA	\$9,877.50	50
WACOG	\$0	0

The balance of the program with ACAA is \$171,119.3. **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, 2012, the Global Utilities submitted the computation for the monthly customer surcharge to become effective January 1, 2013. The monthly customer surcharge for 2013 was \$0..09 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 2013. For 2013, total contributions from all utilities were \$ 49,969.65. Total customer contributions were \$45,297.46.

Additional Efforts

In recent months, both the Global Utilities and the ACAA began a cooperative effort to identify ways of improving the effectiveness of the program and the distribution of funds. The areas for improvement identified are as follows:

- Improve links and labeling of this program on the Global Utilities' website to improve awareness and avoid any negative perceptions regarding the term "low income" for funds that are simply intended to help individuals and families in need.

- Improve training of customer service representatives to create a greater awareness of the program.
- Establish contacts and foster relationships between the local agency personnel and local customer service personnel in the Global Utilities regional offices to improve the distribution of funds.
- Pursue amending the LIRP tariff to allow funds to be used for the installation of backflow prevention devices customers who meet the income guidelines, where backflow prevention devices are required by the Backflow Tariffs. With the addition of the Water Utility of Northern Scottsdale to the LIRP, ACAA has reached out to Scottsdale CAP to administer LIRP funds. Efforts to finalize this arrangement are currently ongoing between ACAA and Global Utilities.
- In accordance with Decision 72440, Global Utilities is working with ACAA and the CAPs administering LIRP funds to increase outreach to customers notifying them of the LIRP funding.

Over the following months, both the Global Utilities and the ACAA anticipate that positive changes can be made.

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Low Income Relief Tariff 2013

	Global Utilities Contribution	Customer Contributions
Palo Verde	(40,109.84)	(36,433.51)
Santa Cruz	(6,659.73)	(6,204.91)
Valencia Water Company - TD	(1,990.47)	(1,618.21)
Willow Valley Water Company	(410.28)	(350.84)
Water Utility of Greater Tonopah	(799.33)	(689.99)
Valencia Water Company - GB		
Total	(49,969.65)	(45,297.46)