

**SOUTHWEST ENVIRONMENTAL UTILITIES**



**ORIGINAL**

5230 East Shea Boulevard, Suite 200 \* Scottsdale, Arizona 85254  
PH: (480) 998-3300; FAX: (480) 483-7908

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January 15, 2016

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ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Mr. Brian Bozzo  
Compliance Director – Utilities Division  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix AZ 85007

Arizona Corporation Commission  
**DOCKETED**

Re: Southwest Environmental Utilities, L.L.C.  
Docket No. WS20878A-13-0065  
Decision 75345

JAN 19 2016

DOCKETED BY

Dear Mr. Bozzo:

In Decision 75345 dated December 17, 2015, Southwest Environmental Utilities, L.L.C. (“Southwest Environmental” or the “Company”) was authorized and directed to file with Docket Control, as compliance items in the Decision, the attached Tariffs:

- Attachment 1: Rates and Charges Tariff, which numbers correspond to the recommended rates and charges per Pages 27-30 of Decision 75345; due within 30 days of the effective date of Decision 75345 (Sheets 1-8)
- Attachment 2: Tariff Schedule VH: Vaulting and Hauling and/or Flushing Sewer Lines (Sheets 9-10)
- Attachment 3: Cross-Connection or Backflow Tariff (Sheets 11-12)
- Attachment 4: Curtailment Plan Tariff (Sheets 13-16)
- Attachment 5: Five (5) Best Management Practices Tariffs (sheets 17-22); due within 90 days of the effective date of Decision 75345

Respectfully,

George H. Johnson  
SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

cc: Docket Control (13 copies plus original)  
Jeffrey Crockett, Esq. / Crockett Law Group

# *Attachment 1*

# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

Sheet No. 1

Cancelling Sheet No. \_\_\_

## PART ONE STATEMENT OF RATES AND CHARGES – WATER DIVISION

### MONTHLY USAGE CHARGE:

5/8" X 3/4" Meter	\$ 23.25
3/4" Meter	34.88
1" Meter	53.13
1-1/2" Meter	116.25
2" Meter	186.00
3" Meter	372.00
4" Meter	581.25
6" Meter	1,162.50

### Commodity Charge

Charge per 1,000 gallons

### All 5/8" x 3/4" and 3/4" meter sizes classes except irrigation

0 to 3,000 gallons	\$1.58
3,001 to 10,000 gallons	2.83
Over 10,000 gallons	4.08

### 1" Meter

0 to 25,000 gallons	2.83
Over 25,000 gallons	4.08

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Effective: December 17, 2015

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ISSUED BY:

George H. Johnson, Member  
Southwest Environmental Utilities, L.L.C.  
5320 E. Shea Blvd., Suite 200  
Scottsdale, AZ 85254

# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

Sheet No. 2

Cancelling Sheet No. \_\_\_

## PART ONE STATEMENT OF RATES AND CHARGES – WATER DIVISION

### 1-1/2" Meter

0 to 50,000 gallons	2.83
Over 50,000 gallons	4.08

### 2" Meter

0 to 80,000 gallons	2.83
Over 80 gallons	4.08

### 3" Meter

0 to 160,000 gallons	2.83
Over 160,000 gallons	4.08

### 4" Meter

0 to 250,000 gallons	\$2.83
Over 250,000 gallons	4.08

### 6" Meter

0 to 500,000 gallons	2.83
Over 500,000 gallons	4.08

### 8" Meter

0 to 800,000 gallons	2.83
Over 800,000 gallons	4.08

Standpipe or bulk water per 1,000 gallons	4.08
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# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

Sheet No. 3

Cancelling Sheet No. \_\_\_

## PART ONE STATEMENT OF RATES AND CHARGES – WATER DIVISION

### HOOK-UP FEE

#### Meter Size

5/8" x 3/4" Meter	\$ 600.00
3/4" Meter	900.00
1" Meter	1,500.00
1-1/2" Meter	3,000.00
2" Meter	4,800.00
3" Meter	9,600.00
4" Meter	15,000.00
6" Meter	30,000.00

### OTHER SERVICE CHARGES:

Establishment of Service (R14-2-403.D)	\$25.00
Re-establishment (within 12 months)	(a)
Reconnection (delinquent)(R14-2-403.D.1)	\$30.00
Moving meter at customer's request (R14-2-405.B.5)	(b)
After Hours Service Charge (R14-2-403.D)	\$50.00
Deposit (R14-2-403.B.7)	(c)
Meter Test (if meter is correct) (R14-2-408.F)	\$30.00
Meter Re-read (if meter is correct) (R14-2-408.C)	\$15.00
NSF Check (R14-2-409.F.1)	\$40.00

Only one NSF charge can be charged if one check is returned that includes both water and wastewater payments.

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# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

Sheet No. 4

Cancelling Sheet No. \_\_\_

## PART ONE STATEMENT OF RATES AND CHARGES – WATER DIVISION

Late Payment Charge (per month)	1.50%
Deferred Interest Payment (per month) (R14-2-409.G)	1.50%
Deposit Interest (per year) (R14-2-403.B.3)	(d)
Sales or Use Tax	(e)

### SERVICE LINE AND METER INSTALLATION CHARGES: (Refundable pursuant to A.A.C. R14-2-405.B)

<u>Meter Size (All Classes)</u>	<u>Service Line</u>	<u>Meter Installation</u>	<u>Total</u>
5/8" x 3/4" Meter	\$300.00	\$100.00	\$400.00
3/4" Meter	\$315.00	\$125.00	\$440.00
1" Meter	\$365.00	\$135.00	\$500.00
1-1/2" Meter	\$415.00	\$300.00	\$715.00
2" Turbine Meter	\$500.00	\$670.00	\$1,170.00
2" Compound Meter	\$700.00	\$1,000.00	\$1,700.00
3" Turbine Meter	\$715.00	\$870.00	\$1,585.00
3" Compound Meter	\$735.00	\$1,455.00	\$2,190.00
4" Turbine Meter	\$1,000.00	\$1,540.00	\$2,540.00
4" Compound Meter	\$1,215.00	\$2,000.00	\$3,215.00
6" Turbine Meter	\$1,815.00	\$3,000.00	\$4,815.00
6" Compound Meter	\$2,270.00	\$4,000.00	\$6,270.00

- (a) Monthly minimum times months off the system if reconnected within 12 months.  
(b) Cost to include parts, labor, overhead, and all applicable taxes, including income tax.

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# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

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Sheet No. 5

Cancelling Sheet No. \_\_\_\_

## PART ONE STATEMENT OF RATES AND CHARGES – WATER DIVISION

- (c) Per A.A.C. Rule R14-2-403.B.7 – residential customer deposits shall not exceed two times the average residential class bill as evidenced by the utility's most recent annual report filed with the Commission.
- (d) Per A.A.C. R14-2-403.B.9
- (e) Per A.A.C. Rule R14-2-409.D.5 – In addition to the collecting of regular rates, each utility may collect from its customers a proportionate share of any privilege, sales or use tax.

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George H. Johnson, Member  
Southwest Environmental Utilities, L.L.C.  
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# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

Sheet No. 6

Cancelling Sheet No. \_\_\_

## PART TWO STATEMENT OF RATES AND CHARGES – WASTEWATER DIVISION

### MONTHLY USAGE CHARGE:

5/8" X 3/4" Meter	\$ 45.25
3/4" Meter	67.88
1" Meter	113.13
1-1/2" Meter	226.25
2" Meter	362.00
3" Meter	724.00
4" Meter	1,131.25
6" Meter	2,262.50
8" Meter	3,620.00
10" Meter	5,203.75

### Commodity Charge

Treated Effluent per 1,000 gallons	\$ 1.00
Treated Effluent per acre-foot	325.80

### HOOK-UP FEE

#### Sewer Lateral Size

4" Lateral	\$1,000.00
6" Lateral	2,000.00
8" Lateral	4,000.00

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# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

Sheet No. 7

Cancelling Sheet No. \_\_\_\_

## PART TWO STATEMENT OF RATES AND CHARGES – WASTEWATER DIVISION

### OTHER SERVICE CHARGES:

Establishment of Service (R14-2-603.D.1)	\$ 25.00
Re-establishment (within 12 months)	(a)
Reconnection (delinquent)(R14-2-603.D.1) (if wastewater customer only)	\$ 30.00
After Hours Service Charge (R14-2-603.D) (if wastewater customer only, at customer's request)	\$ 50.00
Deposit (R14-2-603.B.7)	(b)
Late Payment Penalty (per month) (R14-2-608.F)	(c)
Deferred Payment (per month)	1.50%
Deposit Interest (per year) (R14-2-603.B)	(d)
Main Extension and additional facility agreements	(e)
All revenue related taxes will be charge	(f)
NSF Check (R14-2-409.E.1) Only one NSF charge can be charged if one check is returned that includes both water and wastewater payments	\$ 40.00
Service Line Connection Charge (refundable)	\$350.00

(a) Monthly minimum times months off the system if re-establishment of service is within 12 months.

(b) Deposit per R14-2-603.B.7.a – residential customer deposits shall not exceed two times the average residential class bill as evidenced by the utility's most recent annual report filed with the Commission.

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# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

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Sheet No. 8

Cancelling Sheet No. \_\_\_

## PART TWO STATEMENT OF RATES AND CHARGES – WASTEWATER DIVISION

- (c) Per A.A.C. Rule R14-2-608.F – Late payment penalty
- (d) Per A.A.C. Rule R14-2-603.B
- (e) Per A.A.C. Rule R14-2-606 – Cost to include parts, material, labor, overhead and all applicable taxes including income tax.
- (f) Per A.A.C. Rule R14-2-608.D.5 – In addition to the collection of regular rates, each utility may collect from its customers a proportionate share of any privilege, sales or use tax, or other imposition based on the gross revenues received by the utility.
- (g) The Company will not provide sewer service separate from water service. The bills will be combined on one billing and there will only be one NSF Check fee.

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Southwest Environmental Utilities, L.L.C.  
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Scottsdale, AZ 85254

# *Attachment 2*

# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

Sheet No. 9

Cancelling Sheet No. \_\_\_

## **Tariff Schedule VH: Vaulting and Hauling and/or Flushing Sewer Lines**

### **1. General.**

There are two circumstances whereby a wastewater treatment plant and collection system require temporary additional procedures in order to function properly. First, a newly constructed wastewater treatment plant requires a minimum inflow of sewage to operate properly. Where there are insufficient users on the system to produce the required minimum inflow, sewage must be collected in a lift station and/or underground vault and periodically pumped into a tank truck as needed for disposal at another wastewater treatment plant. This process, referred to herein as vaulting and hauling, may be discontinued once the required minimum inflow is reached on a sustained basis.

Second, in order to prevent the accumulation of sewage solids in the sewage collection lines, the collection system is engineered to achieve a minimum flow velocity. The minimum flow velocity at which no solids accumulate on the bottom of the sewage lines is called self-cleaning flow velocity. When home sales first commence in a new subdivision, there is relatively little sewage produced and discharged into the collection system. As a result, there may be insufficient flow to move the sewage solids through the collection system to the wastewater treatment plant. In such event, the collection system will require periodic flushing with water until such time as there are sufficient inflows to reach self-cleaning flow velocity. The flushing process may be discontinued once self-cleaning flow velocity is reached on a sustained basis.

### **2. Applicability.**

This Tariff Schedule VH applies to any person or entity (hereinafter, "Customer" or "Developer") signing a collection main extension agreement ("CMEA") with the Company.

### **3. Customer Responsibility.**

**A. Vaulting and Hauling.** Until such time as, in the Company's determination, the Company's wastewater treatment plant receives the required sustained minimum sewage inflow to operate properly based on sound engineering principles, the Company shall be responsible for vaulting and hauling the sewage collected from all lots covered under the CMEA. The

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George H. Johnson, Member  
Southwest Environmental Utilities, L.L.C.  
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# SOUTHWEST ENVIRONMENTAL UTILITIES, L.L.C.

Docket WS-20878A

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Sheet No. 10

Cancelling Sheet No. \_\_\_\_

Developer shall reimburse the Company at cost for any of the costs of vaulting and hauling. Once the required minimum sewage inflow is reached on a sustained basis, the Company shall notify the Developer in writing that the vaulting and hauling has been discontinued and the Customer will no longer be billed for vaulting and hauling.

**B. Flushing Collection Lines.** Until such time as, in the Company's determination, sewage inflows from any subdivision or commercial development subject to a CMEA reach self-cleaning flow velocity, the Company shall be responsible for periodically flushing the collection lines within the subdivision or development to prevent the accumulation of sewage solids in the collection lines. The Developer shall reimburse the Company at cost for any of the costs of flushing. Once self-cleaning flow velocity is reached for a subdivision or commercial development on a sustained basis, the Company shall notify the Customer in writing that the flushing has been discontinued and that the Customer will no longer be billed for flushing.

#### 4. Charges.

The Company shall render a bill to the Developer on a monthly basis for actual costs of vaulting and hauling and/or flushing the collection lines, which costs shall include all applicable service charges and applicable taxes.

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George H. Johnson, Member  
Southwest Environmental Utilities, L.L.C.  
5320 E. Shea Blvd., Suite 200  
Scottsdale, AZ 85254

# *Attachment 3*

**CROSS-CONNECTION OR BACKFLOW TARIFF**

**PURPOSE:**

**SOUTHWEST ENVIRONMENTAL UTILITIES, LLC**

The purpose of this tariff is to protect \_\_\_\_\_ (“Company”) water from the possibility of contamination caused by the backflow of contaminants that may be present on the customer’s premises by requiring the installation and periodic testing of backflow-prevention assemblies pursuant to the provisions of the Arizona Administrative Code (“A.A.C.”) R14-2-405.B.6 and A.A.C. R18-4-215.

**REQUIREMENTS:**

In compliance with the Rules of the Arizona Corporation Commission (“Commission”) and the Arizona Department of Environmental Quality (“ADEQ”), specifically A.A.C. R14-2-405.B.6 and A.A.C. R18-4-215 relating to backflow prevention:

1. The Company may require a customer to pay for and to have installed a backflow-prevention assembly if A.A.C. R18-4-215.B or C applies.
2. A backflow-prevention assembly required to be installed by the customer under Paragraph 1 of this tariff shall comply with the requirements set forth in A.A.C. R18-4-215.D and E.
3. Subject to the provisions of A.A.C. R14-2-407 and 410, and in accordance with Paragraphs 1 and 7 of this tariff, the Company may terminate service or may deny service to a customer who fails to install a backflow-prevention assembly as required by this tariff
4. The Company shall give any existing customer who is required to install a backflow-prevention assembly written notice of said requirement. If A.A.C. R14-2-410.B.1.a. is **not** applicable, the customer shall be given thirty (30) days from the time such written notice is received in which to comply with this notice. If the customer can show good cause as to why he cannot install the backflow-prevention assembly within thirty (30) days, the Company or Commission Staff may suspend this requirement for a reasonable period of time.

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**\*\*FOR OFFICIAL USE ONLY\*\***

Effective Date: 12/17/2015 \_\_\_\_\_

5. Testing shall be in conformance with the requirements of A.A.C. R18-4-215.F. The Company may require the customer to pay to have the backflow-prevention assembly tested as long as the Company does not require an unreasonable number of tests.
6. The customer shall provide the Company with records of installation and testing. For each backflow-prevention assembly, these records shall include:
  - a. assembly identification number and description;
  - b. location
  - c. date(s) of test(s);
  - d. description of repairs and recommendations for repairs made by tester; and
  - e. the tester's name and certificate number.
7. In the event the backflow-prevention assembly does not function properly or fails any test, and an obvious hazard as contemplated under A.A.C. R14-2-410.B.1.a. exists, the Company may terminate service immediately and without notice. The backflow-prevention assembly shall be repaired or replaced by the customer and retested.
8. In the event the backflow-prevention assembly does not function properly or fails any test, or in the event that a customer fails to comply with the testing requirement, and A.A.C. R14-2-410.B.1.a. is **not** applicable, the backflow-prevention assembly shall be repaired or replaced within fourteen (14) days of the initial discovery of the deficiency in the assembly or its function. Failure to remedy the deficiency or dysfunction of the assembly, or failure to retest, shall be grounds for termination of water service in accordance with A.A.C. R14-2-410.

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**\*\*FOR OFFICIAL USE ONLY\*\***

Effective Date: 12/17/2015 \_\_\_\_\_

*Attachment 4*

## TARIFF SCHEDULE

Utility: Southwest Environmental Utilities, L.L.C.  
Docket No.: WS-20878A-13-0065  
Phone No.: (480) 998-3300

Tariff Sheet No.: 13  
Decision No.: 75345  
Effective: 12/17/2015

### **CURTAILMENT PLAN FOR: Southwest Environmental Utilities, L.L.C.** (Template 102109)

ADEQ Public Water System No: \_\_\_\_\_

Southwest Environmental Utilities, L.L.C. ("Company"), is authorized to curtail water service to all customers within its certificated area under the terms and conditions listed in this tariff.

This curtailment plan shall become part of the Arizona Department of Environmental Quality Emergency Operations Plan for the Company.

The Company shall notify its customers of this new tariff as part of its next regularly scheduled billing after the effective date of the tariff or no later than sixty (60) days after the effective date of the tariff.

The Company shall provide a copy of the curtailment tariff to any customer, upon request.

#### **Stage 1 Exists When:**

Company is able to maintain water storage in the system at 100 percent of capacity and there are no known problems with its well production or water storage in the system.

Restrictions: Under Stage 1, the Company is deemed to be operating normally and no curtailment is necessary.

Notice Requirements: Under Stage 1, no notice is necessary.

#### **Stage 2 Exists When:**

- a. Company's water storage or well production has been less than 80 percent of capacity for at least 48 consecutive hours, and
- b. Company has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.

Restrictions: Under Stage 2, the Company may request the customers to voluntarily employ water conservation measures to reduce water consumption by approximately 50 percent. Outside watering should be limited to essential water, dividing outside watering on some uniform basis (such as even and odd days) and eliminating outside watering on weekends and holidays.

## TARIFF SCHEDULE

Utility: Southwest Environmental Utilities, L.L.C.  
Docket No.: WS-20878A-13-0065  
Phone No.: (480) 998-3300

Tariff Sheet No.: 14  
Decision No.: 75345  
Effective: 12/17/2015

Notice Requirements: Under Stage 2, the Company is required to notify customers by delivering written notice door to door at each service address, or by United States first class mail to the billing address or, at the Company's option, both. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.

### Stage 3 Exists When:

- a. Company's total water storage or well production has been less than 50 percent of capacity for at least 24 consecutive hours, and
- b. Company has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.

Restrictions: Under Stage 3, the Company shall request the customers to voluntarily employ water conservation measures to reduce daily consumption by approximately 50 percent. All outside watering should be eliminated, except livestock, and indoor water conservation techniques should be employed whenever possible. Standpipe service shall be suspended.

### Notice Requirements:

1. Company is required to notify customers by delivering written notice to each service address, or by United States first class mail to the billing address or, at the Company's option, both. Such Notice shall notify the customers of the general nature of the problem and the need to conserve water.
2. Beginning with Stage 3, the Company shall post at least 25 signs showing the curtailment stage. Signs shall be posted at noticeable locations, like at the well sites and at the entrance to major subdivisions served by the Company.
3. The Company shall notify the Consumer Services Section of the Utilities Division of the Corporation Commission at least 12 hours prior to entering Stage 3.

Once Stage 3 has been reached, the Company must begin to augment the supply of water by either hauling or through an emergency interconnect with an approved water supply in an attempt to maintain the curtailment at a level no higher than Stage 3 until a permanent solution has been implemented.

## TARIFF SCHEDULE

Utility: Southwest Environmental Utilities, L.L.C.  
Docket No.: WS-20878A-13-0065  
Phone No.: (480) 998-3300

Tariff Sheet No.: 15  
Decision No.: 75345  
Effective: 12/17/2015

### **Stage 4 Exists When:**

- a. Company's total water storage or well production has been less than 25 percent of capacity for at least 12 consecutive hours, and
- b. Company has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.

**Restrictions:** Under Stage 4, Company shall inform the customers of a **mandatory** restriction to employ water conservation measures to reduce daily consumption. Failure to comply will result in customer disconnection. The following uses of water shall be prohibited:

- Irrigation of outdoor lawns, trees, shrubs, or any plant life is prohibited
- Washing of any vehicle is prohibited
- The use of water for dust control or any outdoor cleaning uses is prohibited
- The use of drip or misting systems of any kind is prohibited
- The filling of any swimming pool, spas, fountains or ornamental pools is prohibited
- The use of construction water is prohibited
- Restaurant patrons shall be served water only upon request
- Any other water intensive activity is prohibited

The Company's operation of its standpipe service is prohibited. The addition of new service lines and meter installations is prohibited.

### **Notice Requirements:**

1. Company is required to notify customers by delivering written notice to each service address, or by United States first class mail to the billing address or, at the Company's option, both. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.
2. Company shall post at least 25 signs showing curtailment stage. Signs shall be posted at noticeable locations, like at the well sites and at the entrance to major subdivisions served by the Company.
3. Company shall notify the Consumer Services Section of the Utilities Division of the Corporation Commission at least 12 hours prior to entering Stage 4.

## TARIFF SCHEDULE

Utility: Southwest Environmental Utilities, L.L.C.  
Docket No.: WS-20878A-13-0065  
Phone No.: (480) 998-3300

Tariff Sheet No.: 16  
Decision No.: 75345  
Effective: 12/17/2015

Once Stage 4 has been reached, the Company must augment the supply of water by hauling or through an emergency interconnect from an approved supply or must otherwise provide emergency drinking water for its customers until a permanent solution has been implemented.

Customers who fail to comply with the above restrictions will be given a written notice to end all outdoor use. Failure to comply with two (2) working days of receipt of the notice will result in temporary loss of service until an agreement can be made to end unauthorized use of outdoor water. To restore service, the customer shall be required to pay all authorized reconnection fees. 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.

# *Attachment 5*

## **Public Education Program Tariff**

### **PURPOSE**

A program for the Company to provide free written information on water conservation measures to its customers and to remind them of the importance of conserving water (Required Public 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 Company shall provide two newsletters to each customer; one to be provided in the spring, the other in the fall. The goal of the letters is to provide timely information to customers in preparation of the hot summer months, and the cold winter months, in regards to their water uses. The Company shall remind customers of the importance of water conservation measures and inform them of the information available from the Company.
2. Information in the newsletters shall include water saving tips, home preparation recommendations for water systems/pipes, landscape maintenance issues for summer and winter, water cistern maintenance reminders and additional pertinent topics. Where practical, the Company shall make this information available in digital format which can be e-mailed to customers upon request or posted on the Company's website.
3. Communication channels shall include one or more of the following: water bill inserts, messages on water bills, Company web page, post cards, e-mails and special mailings of print pieces, whichever is the most cost-effective and appropriate for the subject at hand.
4. Free written water conservation materials shall be available in the Company's business office and the Company shall send information to customers on request.
5. The Company may distribute water conservation information at other locations such as libraries, chambers of commerce, community events, etc., as well.
6. The Company shall keep a record of the following information and make it available to the Commission upon request.
  - a. A description of each communication channel (i.e., the way messages will be provided) and the number of times it has been used.
  - b. The number of customers reached (or an estimate).
  - c. A description of the written water conservation material provided free to customers.

## **Residential Audit Program Tariff – BMP 3.1**

### PURPOSE

A program for the Company to promote water conservation by providing customers with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential 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 Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter. The audit kit shall include but not be limited to information on checking the following components: irrigation system, pool, water features, toilets, faucets and shower.
4. If requested, the Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing high water usage as well as supply customer with information regarding water conservation and landscape watering guidelines. As part of the water audit, and if requested to do so by the customer, the Company shall confirm the accuracy of the customer meter (applicable meter testing fees shall apply).
5. The Company shall keep a record of the following information and make it available upon request.
  - a. A description of the water conservation material provided in the kit.
  - b. The number of kits provided to customers.
  - c. Implementation costs of the Residential Audit Program.

Company: Southwest Environmental Utilities, L.L.C.

Decision No.: 75345

Phone: (480) 998-3300

Effective Date: 12/17/2015  
Sheet 19

## **New Homeowner Landscape Information Tariff – BMP 2.3**

### **PURPOSE**

A program for the Company to promote the conservation of water by providing a landscape information package for the purpose of educating its new customers about low water use landscaping (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

### **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. Upon establishment of water service the Company shall provide a free "Homeowner Landscape Packet" to each new customer in the Company's service area. The packet will include at a minimum: a cover letter describing the water conservation expectations for all customers in the Company's service area, all applicable tariffs, a basic interior-exterior water saving pamphlet, xeriscape landscape information, and information on where to find low water use plant lists, watering guidelines, and a rain water harvesting pamphlet.
2. Upon customer request, the Company shall provide:
  - a. On-site consultations on low water use landscaping and efficient watering practices.
  - b. A summary of water saving options.
3. The number of packets provided to new customers will be recorded and made available to the Commission upon request.

Company: Southwest Environmental Utilities, L.L.C.

Decision No.: 75345

Phone: (480) 998-3300

Effective Date: 12/17/2015  
Sheet 20

## **Customer High Water Use Inquiry Resolution Tariff – BMP 3.6**

### PURPOSE

A program for the Company 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 Company 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 Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to conduct a leak detection inspection and provide the customer with water conservation measures. The leak detection inspection may consist of a meter read check for flow verification. If the on-site inspection is requested by the customer, the Commission approved meter re-read tariff fee shall apply.
4. The Company shall follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.

## **Customer High Water Use Notification Tariff – BMP 3.7**

### **PURPOSE**

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

### **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 Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of at least the following water-saving precautions:
  - a. Check for leaks, running toilets, or valves or flappers that need to be replaced.
  - b. Check landscape watering system valves periodically for leaks and keep sprinkler heads in good shape.
  - c. Adjust sprinklers so only the vegetation is watered and not the house, sidewalk, or street, etc.
  - d. Continue water conservation efforts with any pools such as installing covers on pools and spas and checking for leaks around pumps.
6. In the notification, the customer will also be reminded of at least the following ordinary life events that can cause a spike in water usage:
  - a. More people in the home than usual taking baths and showers.
  - b. Doing more loads of laundry than usual.
  - c. Doing a landscape project or starting a new lawn.
  - d. Washing vehicles more often than usual.
7. The Company shall provide water conservation information that could benefit the customer, such as, but not limited to, audit programs, publications, and rebate programs.
8. The Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing the high water usage as well as supply

Company: Southwest Environmental Utilities, L.L.C.

Decision No.: 75345

Phone: (480) 998-3300

Effective Date: 12/17/2015  
Sheets 21-22

customer with information regarding water conservation and landscape watering guidelines. As part of the water audit the Company shall confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees shall apply).

9. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.