Global Water Resources

2022 Environmental, Social, & Governance Overview

NASDAQ: GWRS

Forward-Looking Statements

This presentation includes certain forward-looking statements which reflect our expectations regarding future events. The forward-looking statements involve a number of assumptions, risks, uncertainties, and other factors that could cause actual results to differ materially from those expressed or implied in the forward-looking statements. These forward-looking statements include, but are not limited to, statements concerning our expectations about our strategies and future business plans, prospective performance, growth, and opportunities; our plans and intentions relating to our environmental, social, and governance (ESG) commitments and initiatives; and our expectations relating to the benefits resulting from the implementation of our technologies and strategic rate structures. Forward looking statements also include such other statements that are not historical facts, as well as statements identified by words such as “believes”, “anticipates”, “plans”, “expects”, “intends”, “projects”, “estimates”, “objective”, “goal”, “focus”, “aim”, “should”, “could”, “may”, and similar expressions.

These statements are based on our current beliefs or expectations and are inherently subject to a number of risks, uncertainties, and assumptions, most of which are difficult to predict and many of which are beyond our control Actual results may differ materially from these expectations due to changes in political, economic, business, market, regulatory, and other factors. Factors that may also affect future results are disclosed under the headings “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our filings with the Securities and Exchange Commission (the “SEC”), which are available at the SEC’s website at www.sec.gov. This includes, but is not limited to, our Annual Report on Form 10-K for the year ended December 31, 2022 and subsequent filings with the SEC. Accordingly, investors are cautioned not to place undue reliance on any forward-looking statements, which reflect management’s views as of the date hereof.

We undertake no obligation to publicly update any forward-looking statement, except as required by law, whether as a result of new information, future developments or otherwise.

About Global Water Resources

Global Water Resources, Inc. is a water resource management company that owns, operates and manages water, wastewater and recycled water utilities in strategically located communities principally in growth areas surrounding the metropolitan areas of Phoenix and Tucson, Arizona.

The company has been recognized for its highly effective implementation of Total Water Management (TWM). TWM is an integrated approach to managing the entire water cycle. It involves owning and operating water, wastewater and recycled water utilities within the same geographic area in order to maximize the beneficial use of recycled water. TWM also focuses on smart water management programs such as remote metering infrastructure and other advanced technologies, rate designs, and incentives that result in real conservation. TWM helps protect water supplies in water-scarce areas experiencing population growth.

We currently own and operate 29 water systems. As of December 31, 2022, we have 56,270 active service connections. We believe our regionally planned service areas could ultimately contain hundreds of thousands of service connections utilizing these good stewardship practices with our existing permitted water supplies. We currently recycle over 1 billion gallons of water annually.

Message from the CEO

This inaugural Environmental, Social and Governance (ESG) report represents a significant milestone in our company's 20-year journey. Since its founding in 2003, Global Water has become more than just a utility; it has grown into a water resource management company focused on the environmental impact of water and wastewater use. In fact, our mission statement has addressed the challenge of water scarcity since our founding. Our primary mission has been to aggregate water and wastewater utilities, so that our customers and the communities we serve may realize the benefits of consolidation, regionalization, and environmental stewardship in light of increasing water scarcity.

We believe that sustaining an ESG philosophy is critically important as new challenges of water sustainability continue to emerge. Whether it be the continuation of the mega drought in the western U.S., new regulations addressing contaminants, or troubled water systems needing significant investment and better management, Global Water is well positioned to address these challenges as an industry leader in water resource management.

In this report you will find our story of innovation and best practices which have been designed to meet these and other water challenges.

One notable innovation is our extensive "purple pipe" program that facilitates the use of recycled wastewater for use in common areas, thereby saving precious drinking water. Another innovation is our real-time meter reading. We have nearly 15 years of experience implementing advanced metering infrastructure technology, a system that provides meter reading data to customers several times a day. This includes real-time leak alerts that helps customers to avoid additional charges on their water bill. We have also pioneered a rate design that incentivizes our customers to conserve water on a daily basis.

We believe the combination of these industry leading best practices results in two important outcomes for our stakeholders:

- Our customers understand the value we provide given how we help them actively manage their water use on a daily basis and reward them via a bill rebate when they conserve.
- Our flagship utility in the City of Maricopa uses the second lowest amount of gallons per capita per day of all designated providers in the Phoenix and Pinal County Active Management Areas, which we believe is a remarkable achievement.

We designed this report to follow the Sustainability Accounting Standards Board (SASB) architecture, which is widely viewed as the best standard for providing ESG information to financial and community stakeholders. We have found the SASB methodology to be superior to other ESG frameworks because of its unique sector and industry specific metric guidelines that are applicable to our industry of Infrastructure and Water Utilities and Services.

In line with our philosophy of environmental stewardship and our company culture that encourages continuous improvement and sustainability, we plan to provide additional reports that will further detail our ESG initiatives.

We thank you for joining us on this journey of discovery and our goal of making the world a better place for our communities.

Respectfully,

Ron Fleming
President & CEO
Global Water Resources

Environmental

Social

Governance

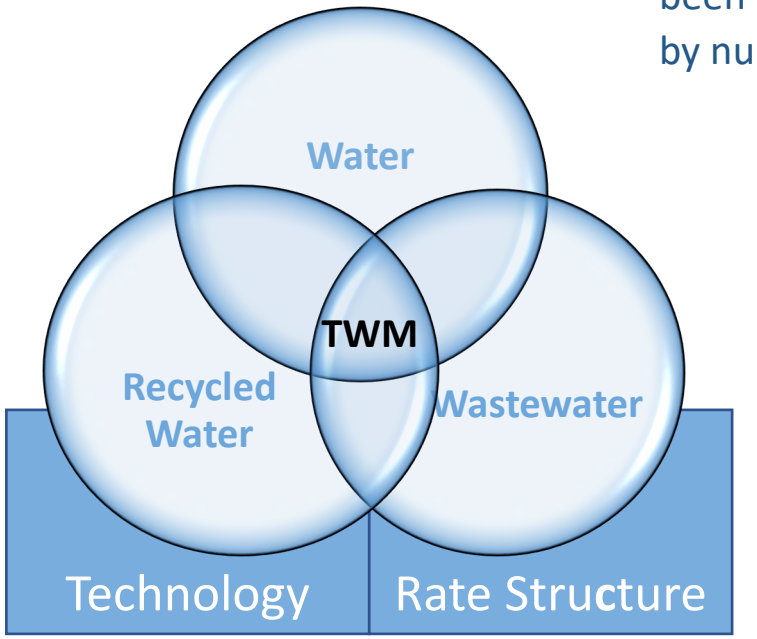
Environmental

Our Approach to Managing Earth's Most Precious Resource

We believe water stewardship is best viewed from the perspective of Total Water Management (TWM). TWM is a comprehensive approach that seeks to manage water resources in a manner that ensures sustainability and benefits communities both environmentally and economically.

This approach employs a series of principles and practices designed to produce significant reductions to per capita demand on water resources, while supporting economic development and higher quality-of-life. The tools of TWM are numerous, and Global Water's history of effectively utilizing these tools has been industry-leading, as demonstrated by numerous industry awards.

Global Water's approach to TWM centers around the beneficial use of recycled water, technology and a thoughtfully designed rate structure that sends the appropriate price signals to customers. The combination of these efforts has produced measurable results in the City of Maricopa, our largest service area, as detailed in the pages that follow.

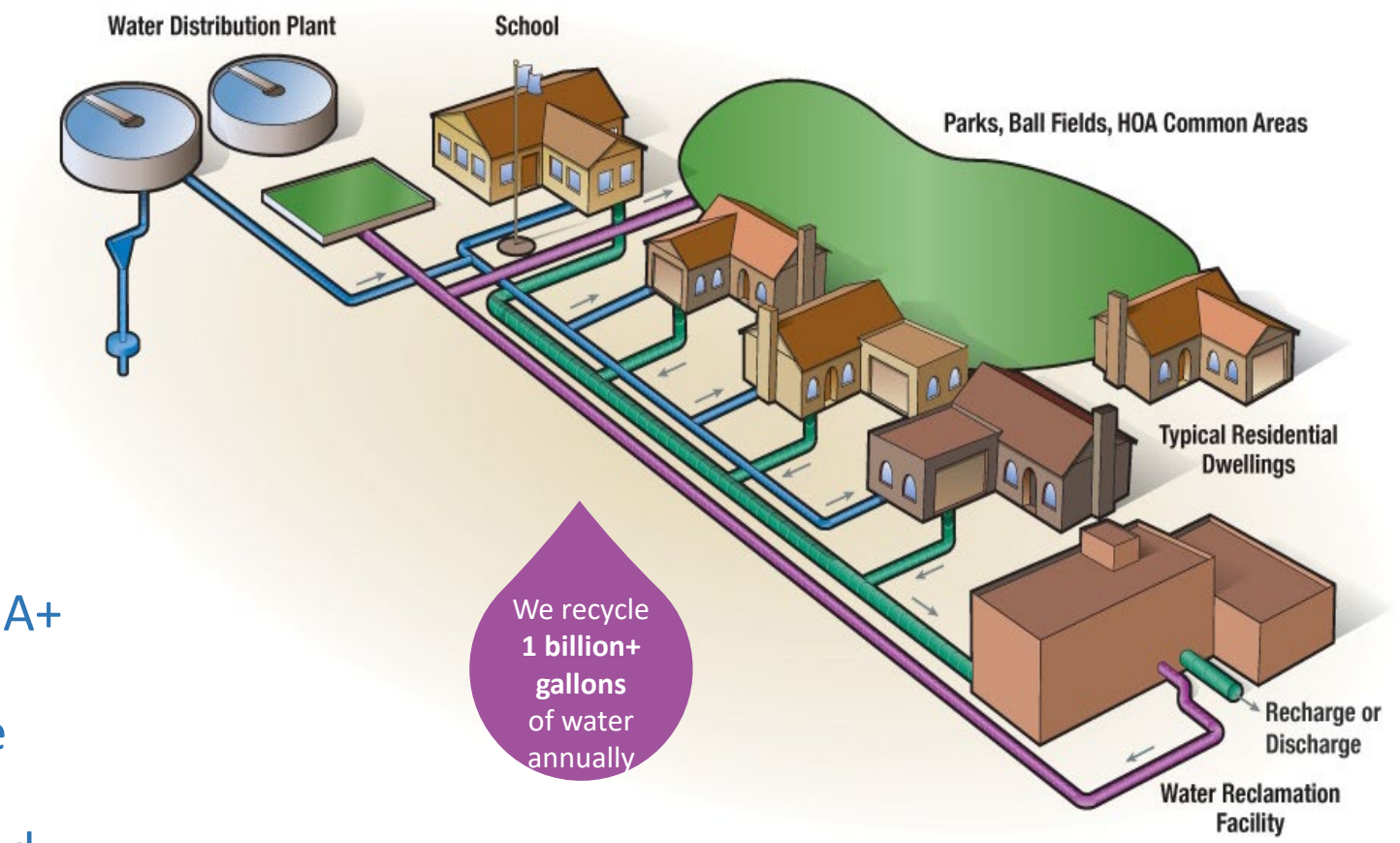


Beneficial Use of Recycled Wastewater via “purple pipe”

In Global Water’s Pinal County service areas, the active water, wastewater and recycled water utilities were master planned to maximize the use of recycled water.

This approach begins with the understanding that wastewater plants should not exist simply for treating wastewater. Instead, water reclamation facilities are an essential stage in the water cycle. Our water reclamation facilities treat all wastewater so that it can be beneficially reused in the local community, which is illustrated on the right.

The wastewater is treated to meet a Class A+ standard, as determined by the Arizona Department of Environmental Quality. The recycled water is then deployed into the community to offset potable water demand.



Volume of Recycled Water Delivered to Customers

In the City of Maricopa (located in Pinal County, Arizona), we have over 28 miles of “purple pipe” that delivers recycled water from our water reclamation facility to school and community fields, common areas and local lakes.

This beneficial reuse of recycled water ensures that potable drinking water is being utilized in the most efficient manner.

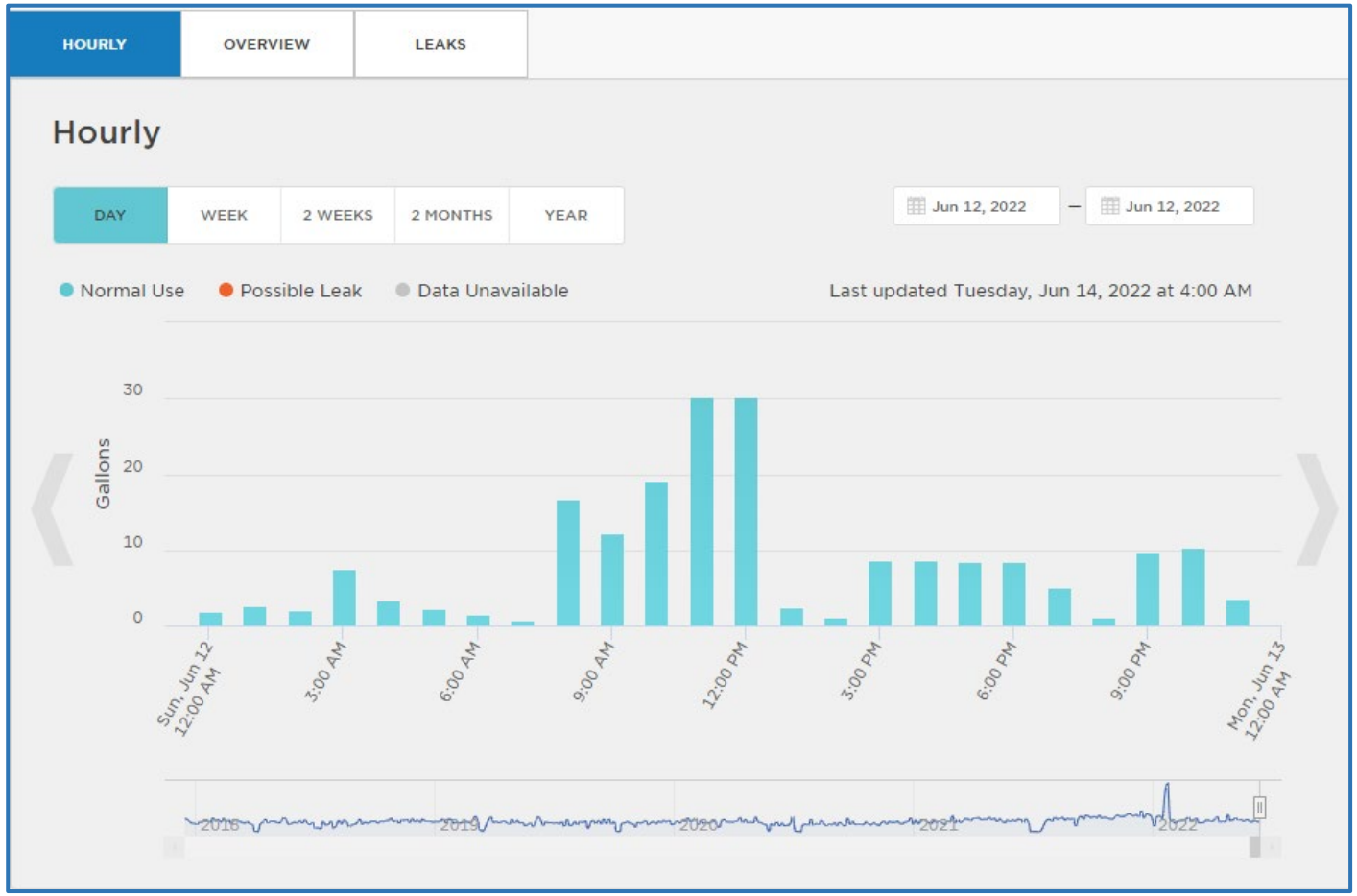
Global Water currently recycles more than 1 billion gallons of wastewater annually and has beneficially reused more than 10.7 billion gallons of recycled water since inception.

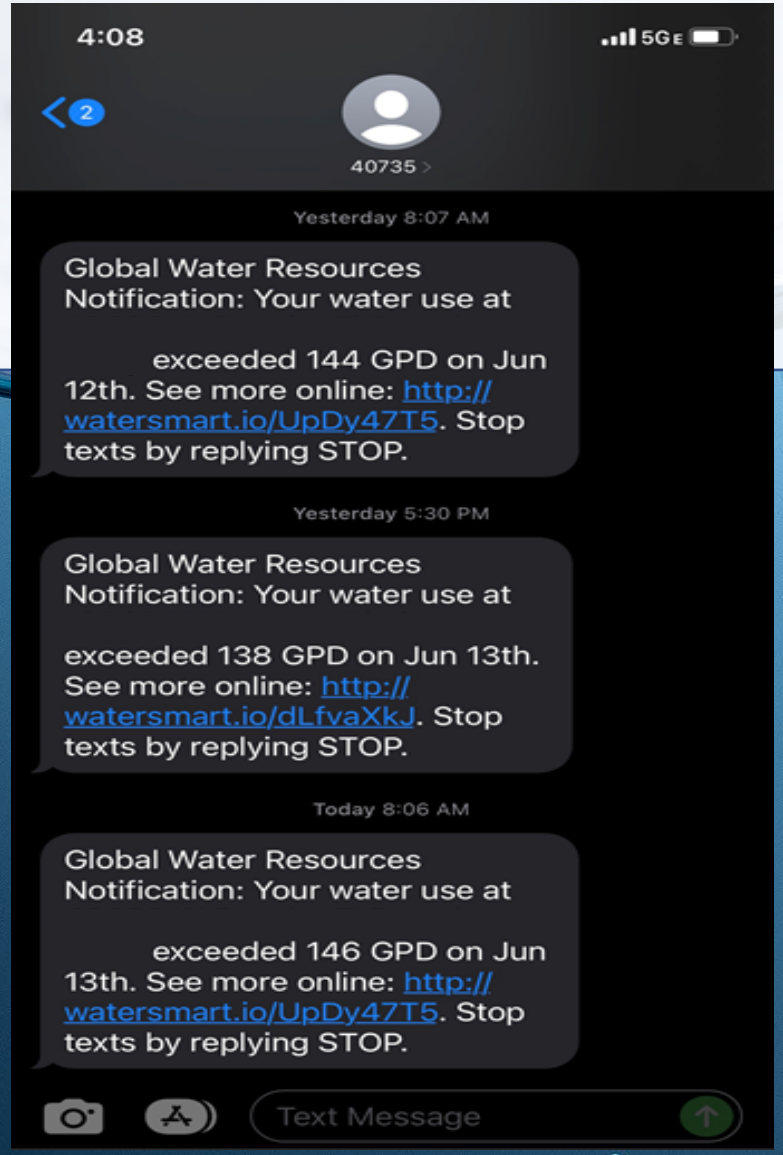
Technology

To further the benefit of our strategic rate structures, we provide customers the tools to actively manage and monitor their water usage.

The industry standard is to simply read a customer's meter and send them a bill once per month with little to no information that could help them proactively conserve precious water resources. Global Water takes a fundamentally different approach.

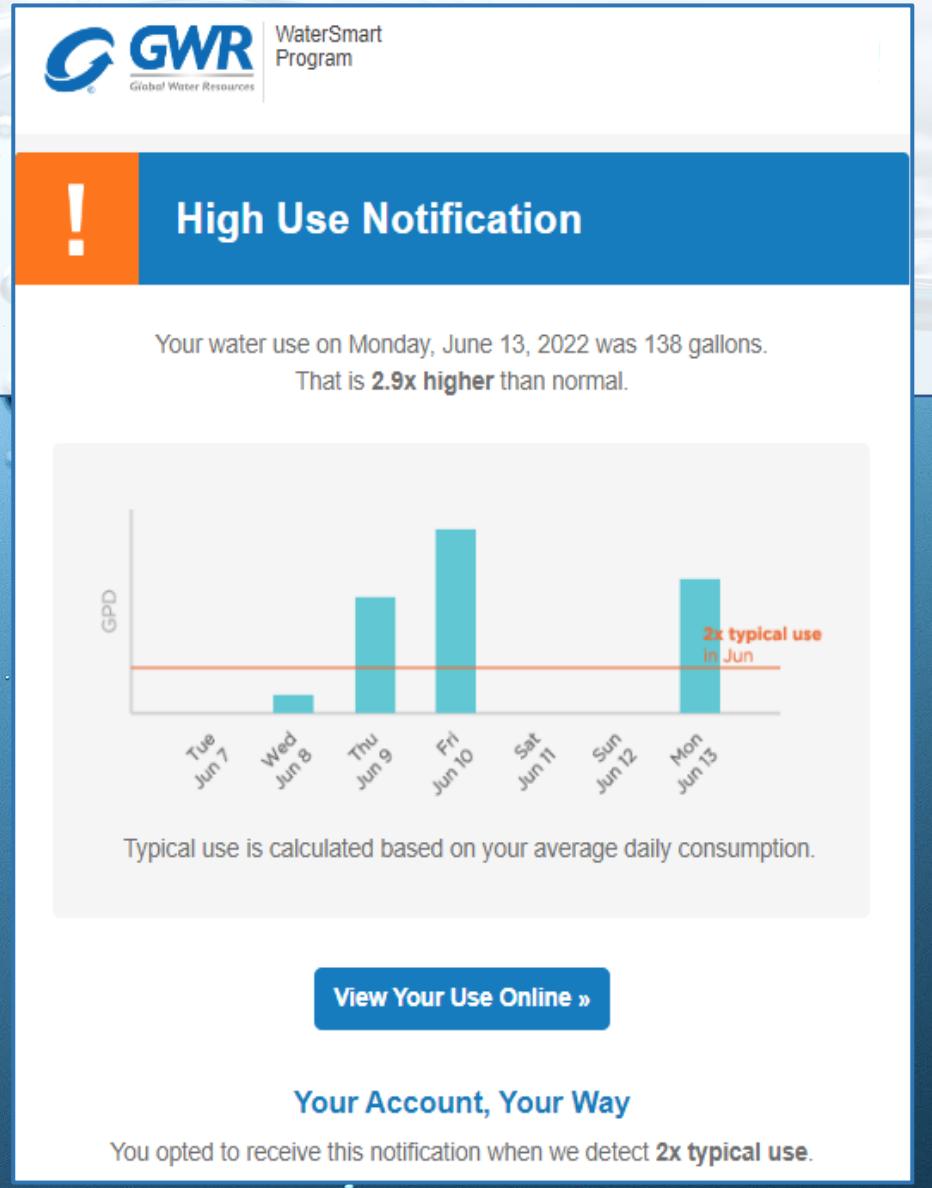
We utilize an industry best practice known as advanced metering infrastructure to read a customer's meter every 15 minutes and load into our customer service platform 6 times per day. These real time alerts enable customers to monitor their usage and respond accordingly by using less water.





Technology provides real time alerts of high usage and historical information so customers can track and assess their usage.

Over 70% of customers in the City of Maricopa have subscribed to receive this information.

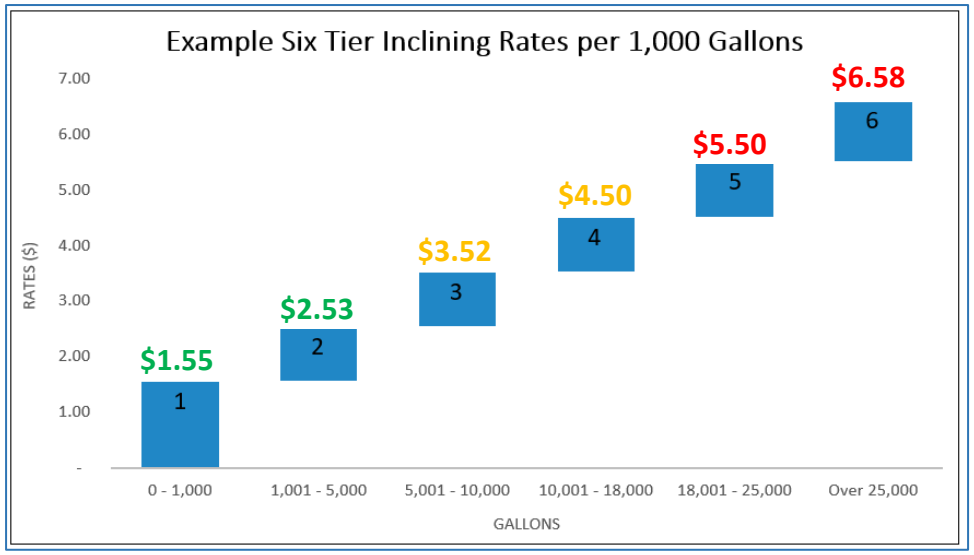


Strategic Rate Structures

Most water utility rate structures are either a flat rate, or they may include a few inverted tiers. This approach is often referred to as a disincentive for excess consumption and focuses solely on achieving lower water usage through negative consequences. Structures with fewer tiers provides less incentive to reduce consumption as compared to structures with more tiers that provide increased incentive to reduce consumption.

While disincentives are important and incentive price signals are imperative, over 10 years ago Global Water pioneered a different approach to customer billing which provides more of an incentive to use less water.

Global Water's approach provides six tiers of increasing costs at preestablished thresholds based upon thousands of gallons used. We believe this provides a better incentive to consume less water.

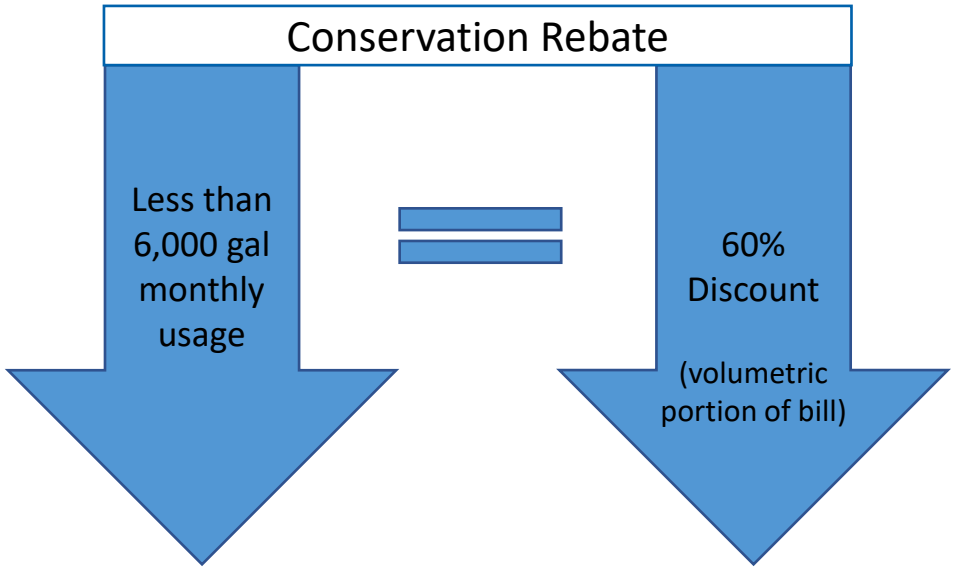


Conservation Rebate

Global Water's Conservation Rebate rewards customers who reduce their water consumption to less than 6,000 gallons of water each month. The Conservation Rebate reduces the volumetric portion of the customer's bill by 60% each month, on average $4 per month in savings.

This structure actively encourages customers to use less than 6,000 gallons of water per month and, if successful, provides a meaningful financial benefit to them. The program has been in place for over 10 years and over 54% of Global Water's customers in the City of Maricopa utilize this incentive.

We believe that Global Water is currently the only regulated utility in Arizona with this many tiers of usage and with a conservation rebate.

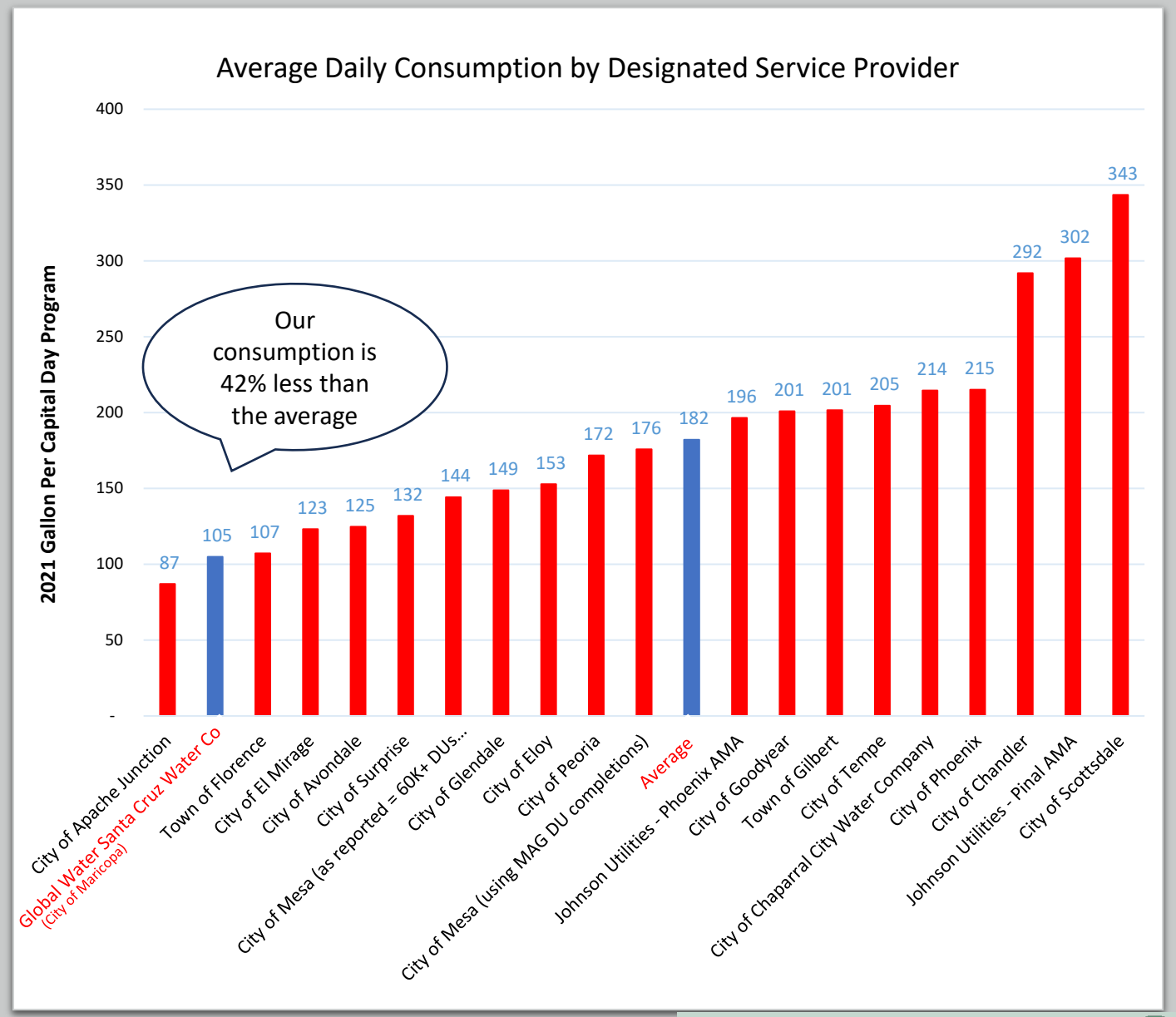


The Results of Our Total Water Management Approach

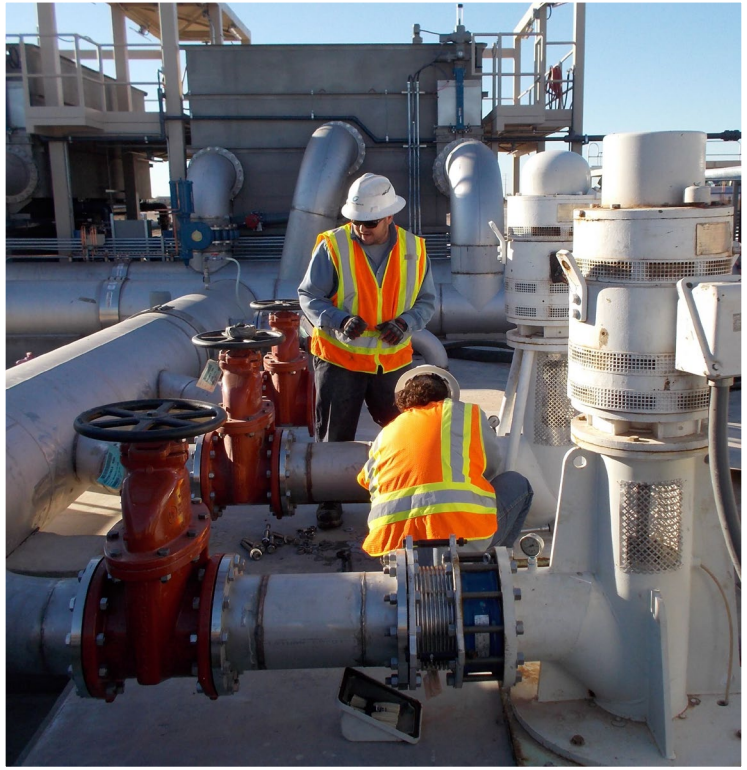
The combination of these strategies helps Global Water actively manage the use and availability of our water resources. The results have been profound, and Global Water has received numerous industry awards for its approach to TWM, including national recognition as a "Utility of the Future Today" for its superior water reuse practices by the Water Environment Federation.

We also received Cityworks' 2022 Excellence in Departmental Practice Award for demonstrating leadership and creativity in applying public asset management strategies to daily operations and long-term planning.

The Arizona Department of Water Resources, the state's water supply regulator, provided the average consumption per day per person for all designated water providers in the Phoenix and Pinal County Active Management Areas. This consumption data reveals that the City of Maricopa service area has the second lowest consumption of all providers and 46% less than the average.



Social



Employee Focus

- Training and safety is top mandate
- E-mod of 0.89 below industry average of 1.0
- Competitive benefits package with low employee premiums
- Robust paid time off policy and recognized holidays
- Career growth both supported and encouraged
- Employee recognition and rewards

Customer Focus

- **Compliance:** Surpassed six years since last significant compliance violation.
- **Health**: water quality is paramount, meeting all compliance standards (EPA, ADEQ, others)
- **Service**: dedicated call center staff, high customer service scores, online customer portal allows automated ebills/epay.
- **Assistance**: expanded customer assistance program and provided over $120,000 in assistance to customers in 2020, over $80,000 in 2021, and over $90,000 in 2022.

Community Focus

- Community education on Total Water Management at our state-of-the-art community center
- Support of the Central Arizona College Foundation with annual contribution and board participation.
- Serve as member of multiple Chambers of Commerce.
- Regularly sponsor community events.
- Partner with local non-profit organizations.

Major Growth Milestones Establish a History of Growth and Improved Performance for Our Community Water Systems

2003
Founded Global Water Resources

May 2017
Acquired Eagletail Water Company

May 2018
Acquired Turner Ranches Water & Sanitation

Oct 2018
Acquired Red Rock Utilities

Oct/Nov 2020
Acquired Mirabell & Francesca

Nov/Dec 2020
Acquired Lyn-Lee Water & Tortolita Water

Nov 2021
Acquired Las Quintas Serenas

Jan 2022
Acquired Twin Hawks Utility & Rincon Water

Feb 2023
Acquired Farmers Water Co.

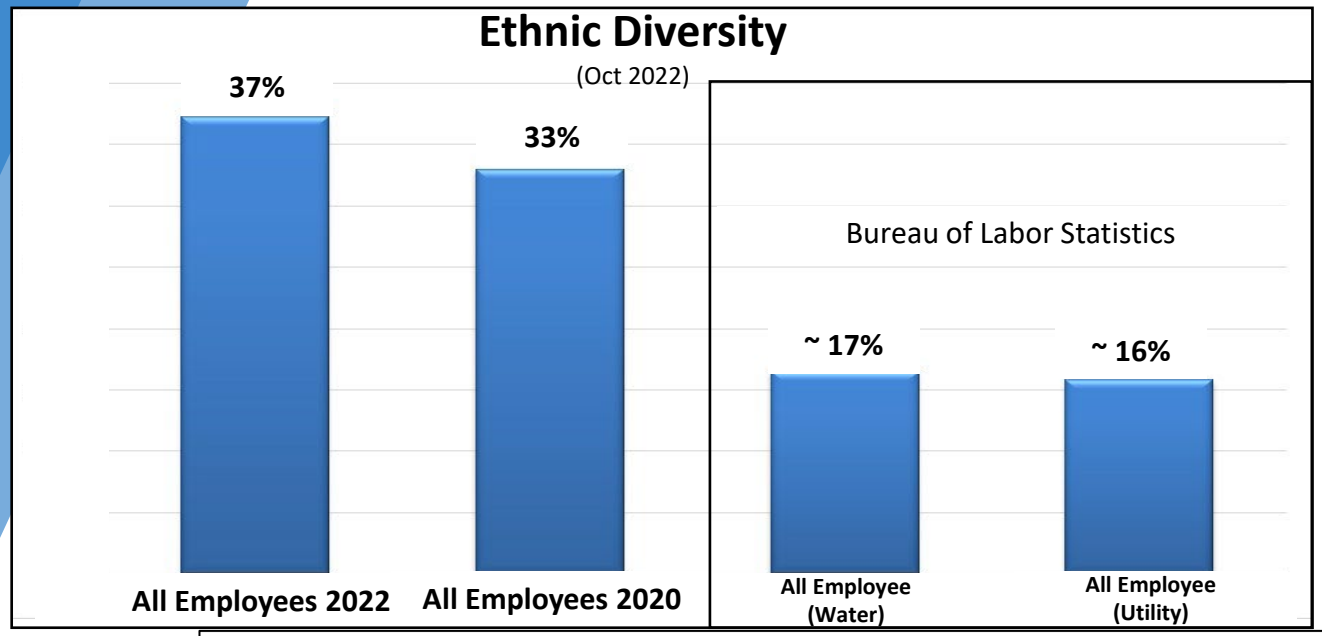
2003 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022

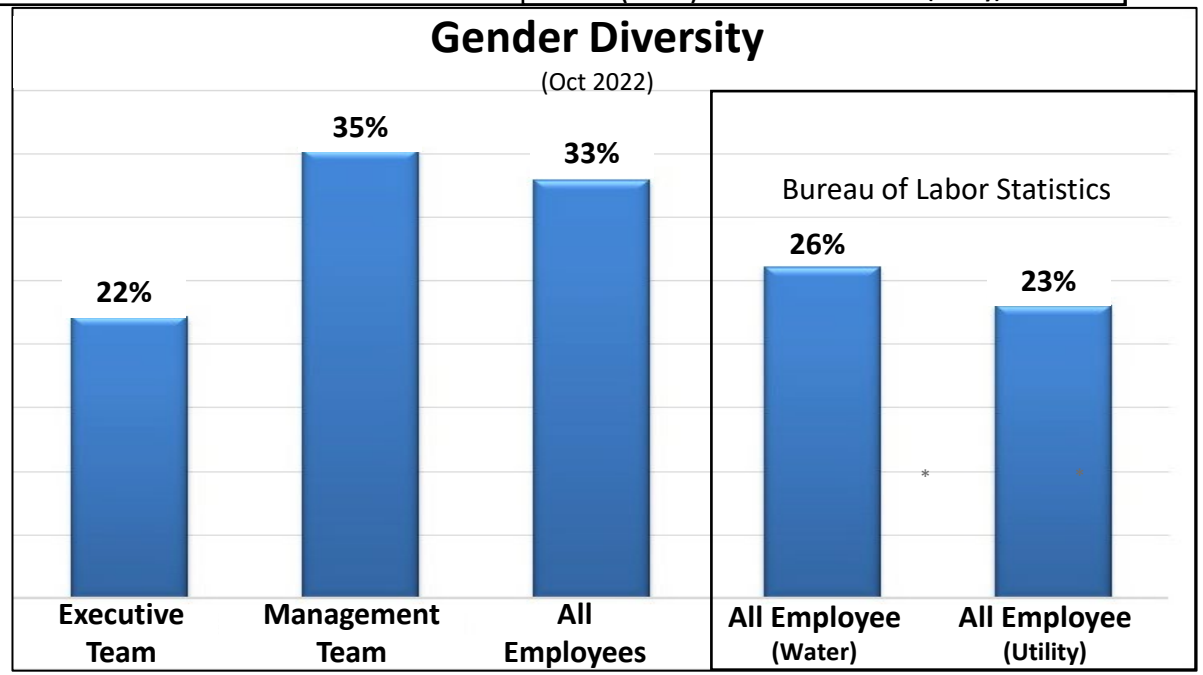
Typical Improvements of Acquisitions

- NEW ACQUISITION
- INSTALL SCADA
- REPLACE METERS
- INSTALL CHLORINATION
- REHABILITATE WELLS
- COMPLIANCE WITH ENVIRONMENTAL REQUIREMENTS
- REPLACE TANKS

Employee Diversity

- **Greater ethnic and gender diversity than industry average relative to Bureau of Labor Statistics.**
- **Attracting and retaining talent for diversified work force, reflecting the communities we serve.**
- **Continued focus of the Company.**





Governance

Board of Directors

Highly qualified, relevant experience, majority independent.

Committees:

Audit and Risk Committee

Compensation Committee

Corporate Governance, Nominating, Environmental and Health and Safety Committee

Management incentivized to be aligned with the interests of shareholders and other stakeholders.

Audited by a Big 4 accounting firm since our founding in 2003.

As a U.S. public company, we take the requirements to maintain effective internal controls seriously.

Established governance policies, such as:

Code of Ethical Business Conduct

Insider Trading Policy

Board and Committee Charters

https://www.gwresources.com/corporate-governance

SASB Metric Results

Environmental, Social and Governance Fact Sheet

The following fact sheet contains disclosure of Sustainability Accounting Standards Board (SASB) metrics for the Infrastructure Sector, specifically: Water Utilities and Services.

Global Water operates the business with a core belief in sustainability. The company is committed to supporting environmental, social and governance (ESG) efforts that are incorporated into the fabric of our culture. Global Water has always prioritized community residents, employees and customers as we fulfill our mission to provide access to safe and reliable sources of water.

This deliverable documents ESG disclosures for Global Water for the periods of January 1, 2021 through December 31, 2021 and January 1, 2022 through December 31, 2022, unless otherwise noted.

Topic	SASB Code	Metric	Unit of Measure	2022 Results	2021 Results
Energy Management	IF-WU-130a.1	Total Energy Consumed	Gigajoules (GJ)	8,260	7,332
	IF-WU-130a.1	Percentage Grid Electricity	Percentage (%)	n/a	n/a
	IF-WU-130a.1	Percentage Renewable	Percentage (%)	n/a	n/a
Distribution Network Efficiency	IF-WU-140a.2	Volume of non-revenue real water losses	Thousand cubic meters (m3)	918	796
Water Affordability & Access	IF-WU-240a.1	Average retail water rate for (1) residential customers	Rate per 1 Ccf	$ 5.90	$ 4.42
	IF-WU-240a.1	Average retail water rate for (2) commercial customers	Rate per 1 Ccf	$ 2.95	$ 4.28
	IF-WU-240a.1	Average retail water rate for (3) industrial customers	Rate per 1 Ccf	$ 2.95	$ 4.28
	IF-WU-240a.2	Typical monthly water bill for residential customers for 10 Ccf of water delivered per month [1]	Reporting currency	$ 48.83	$ 48.80
		Typical monthly water bill for residential customers for the average water delivered [2]	Reporting currency	$ 41.85	$ 43.89
End-Use Efficiency	IF-WU-420a.1	Percentage of water utility revenues form rate structures that are designed to promote conservation and revenue resilience	Percentage (%)	96%	96%
Water Supply Resilience	IF-WU-440a.2	Volume of recycled water delivered to customers	Thousand cubic meters (m3)	2,751	2,586
Network Resiliency & Impacts of Climate Change	IF-WU-450a.1	Wastewater treatment capacity located in 100-year flood zones	Cubic meters (m3) per day	0	0

[1] Rate reported is for Global Water – Santa Cruz Water Company, Inc. ("Santa Cruz"), which is the Company's largest utility representing 93% and 90% of water delivered to residential customers in 2021 and 2022, respectively.

[2] The additional metric reported here utilizes the typical monthly water bill for residential customers based on the *average water delivered by Santa Cruz,* as the residential consumption for Santa Cruz is typically less than the 10 Ccf SASB reporting requirement for IF-WU-240a.2. The rates shown at this volume engages the benefit and intent of the strategic rate structure and conversation rebate discussed on page 12, which has been welcomed and embraced by customers.

Topic	SASB Code	Metric	Unit of Measure	2022 Results	2021 Results
Activity Metrics	IF-WU-000.A	Number of (1) residential customers served, by service provided	Number	27,023	25,262
	IF-WU-000.A	Number of (2) commercial customers served, by service provided	Number	387	370
	IF-WU-000.A	Number of (3) industrial customers served, by service provided	Number	2	1
	IF-WU-000.B	Total water sourced by source type (groundwater)	Cubic meters (m3)	14,824,503	12,644,532
	IF-WU-000.B	Total water sourced by source type (recycled water)	Cubic meters (m3)	4,762,477	4,239,659
	IF-WU-000.B	Total water sourced by source type (purchased)	Cubic meters (m3)	6,514	5,025
	IF-WU-000.B	Total water sourced by source type (groundwater)	Percentage (%)	75.66%	73.93%
	IF-WU-000.B	Total water sourced by source type (recycled water)	Percentage (%)	24.31%	26.04%
	IF-WU-000.B	Total water sourced by source type (purchased)	Percentage (%)	0.03%	0.03%
	IF-WU-000.C	Total water delivered to (1) residential customers	Thousand cubic meters (m3)	8,192	7,512
	IF-WU-000.C	Total water delivered to (2) commercial customers	Thousand cubic meters (m3)	547	376
	IF-WU-000.C	Total water delivered to (3) industrial customers	Thousand cubic meters (m3)	1	1
	IF-WU-000.C	Total water delivered to (4) all other customers	Thousand cubic meters (m3)	4,344	4,167
	IF-WU-000.D	Average volume of wastewater treated per day by (1) sanitary sewer	Cubic meters (m3) per day	13,948	13,101
	IF-WU-000.D	Average volume of wastewater treated per day by (2) stormwater	Cubic meters (m3) per day	n/a	n/a
	IF-WU-000.D	Average volume of wastewater treated per day by (3) combined sewer	Cubic meters (m3) per day	13,948	13,101