

UPDATES ABOUT YOUR WATER SERVICE

RATE CASE UPDATE

On July 12, 2022, the Arizona Corporation Commission voted to approve a rate change for your utility effective August 1, 2022. To minimize the impact to our customers, Global Water agreed to phase in rates. New rates will be phased in over two years. The following pages provide detailed information on the rate changes and effective dates.

The approved rates are based on the cost of providing service and the need to receive a fair return so we can continue to invest in improving your utility and our community. We will continue to work hard to provide you with the safe, reliable, high-quality services, at an appropriate price.

Please contact us at 866-940-1102 or emailing a customer service agent at customerservice@gwresources.com.



WANT TO SAVE MONEY?

Customers have access to industry leading conservation tools on the Global Water customer portal. Sign up and track your water consumption, receive consumption alerts, and receive reminders about when your bill is due. For access, go to gwresources.com/access-your-account.

WATER FOR THE FUTURE!

Since 2003, Global Water's family of utilities have saved over 10 billion gallons of water through the implementation of Total Water Management and the use of Class A+ recycled water.

WE ARE HERE TO HELP

Global Water has a Customer Assistance Program to assist those in need. Customers who qualify as low income, a deployed service member, a disabled veteran, a furloughed worker or a medical hardship can receive a credit on their utility bill. For more information go to gwresources.com/customer-assistance.

CONSERVE WATER AND RECEIVE A REBATE

You are now eligible to receive a rebate under Global Water's Conservation Rebate Threshold ("CRT") program. If you use less than **6,001** gallons in a billing period you will receive a credit on your bill. The credit is equal to 60% of your current months consumption charge.



REBATE EXAMPLE

Monthly Consumption = 5,500

	Cost per 1,000 Gallons	Gallons per Tier	Current Charges
Tier 1	\$1.49	1,000	\$1.49
Tier 2	\$2.44	5,000	\$9.76
Tier 3	\$3.39	10,000	\$1.70
Tier 4	\$4.34	18,000	\$0.00
Tier 5	\$5.30	25,000	\$0.00
Tier 6	\$6.34	25,000+	\$0.00
Total Water Consumption Charges			\$12.95
Conservation Rebate Savings			\$7.77
Water Basic Charge			\$29.19
Total Water Charges			\$36.96

CUSTOMER NOTICE

CHANGE IN RATES

GLOBAL WATER – RED ROCK UTILITIES COMPANY, INC. DOCKET NOS. SW-20445A-20-0214 et. al.

At its Open Meeting on July 12, 2022, the Arizona Corporation Commission (“Commission”) approved a rate increase for Global Water – Red Rock Utilities Company, Inc Water Division. (“Company.”)

If you have any questions regarding this notice, please contact our office at 866-940-1102 or customerservice@gwresources.com.

The recent approval will **decrease in phase 1** and **increase in phase 2** the monthly bill for a typical customer with a 5/8” x 3/4” meter using approximately 3,500 gallons as follows:

	August 1, 2022	January 1, 2023
Current Bill	33.40	33.40
Revised Bill	32.23	33.51
Increase*	-1.17	0.11
% Increase*	-4%	0.33%

*Increase relative to current bill.

The new approved rates are effective as of August 1, 2022 and are shown below.

TARIFF SCHEDULE

MONTHLY SERVICE CHARGE

	Phase 1 Effective 8/1/2022	Phase 2 Effective 1/1/2023
Meter Size		
5/8 x 3/4 Inch Meter	29.19	30.36
3/4 Inch Meter	29.19	30.36
1 Inch Meter	75.81	78.74
1-1/2 Inch Meter	153.53	159.38
2 Inch Meter	246.78	256.14
3 Inch Meter	495.46	514.19
4 Inch Meter	775.23	804.48
6 Inch Meter	1,554.23	1,612.75
8 Inch Meter	3,108.50	3,225.53

COMMODITY CHARGE (PER 1,000 GALLONS)

ALL METER SIZES AND CLASSES

	Phase 1 Effective 8/1/2022	Phase 2 Effective 1/1/2023
0 to 1,000 Gallons	1.49	1.55
1,001 to 5,000 Gallons	2.44	2.53
5,001 to 10,000 Gallons	3.39	3.52
10,001 to 18,000 Gallons	4.34	4.50
18,001 to 25,000 Gallons	5.30	5.50
Over 25,000 Gallons	6.34	6.58

CONSERVATION REBATE

Threshold (“CRT”) in Gallons	6,000
Commodity Rate Rebate	60%
(applied if consumption is below the CRT)	

NON-POTABLE WATER

Per Acre Foot (325,851 Gallons)	570.33
Per 1,000 Gallons	1.75

SERVICE CHARGES

Establishment of Service	35.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
Meter Move at Customer Request	(b)
After Hours Service Charge (at Customer's Request)	50.00
Deposit	(c)
Deposit Interest	(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% & (d)
Deferred Payment (Per Month)	(e)

- (a) Number of months off system times the monthly minimum per AAC R14-2-403(D).
- (b) Cost to include parts, labor, overhead and all applicable taxes per AAC R14-2-405(B)(5).
- (c) Per AAC R14-2-403(B).
- (d) Per month of unpaid balance
- (e) Per Commission Rule A.A.C. R14-2-409(G)(6)

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 AAC R14-2-409(D)(5).

SERVICE LINE AND METER INSTALLATION CHARGES

(Refundable Pursuant to AAC R14-2-405)

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

*Amount adjusted to include the actual cost incurred when boring under or cutting a road, highway, or sidewalk is required.

CUSTOMER NOTICE

MERGER

With the approval of the Arizona Corporation Commission, we have merged our water utilities in Pinal County, to better serve you. Global Water—Santa Cruz Water Company, Inc., Global Water—Picacho Cove Water Company, Inc. and the water division of Global Water—Red Rock Utilities Company, Inc. are now one company, Global Water—Santa Cruz Water Company, Inc. You will not be impacted, except the company name on your bill will now be Global Water—Santa Cruz Water Company, Inc.