

ORIGINAL

WILLOW VALLEY WATER COMPANY, INC.

Rates Approved in Decision: 74364

TARIFF SCHEDULE

<u>MONTHLY USAGE CHARGE</u>			
	March 1, 2014	January 1, 2015	January 1, 2016
5/8" x 3/4" Meter	21.12	26.56	32.00
3/4" Meter	21.12	26.56	32.00
1" Meter	52.80	66.40	80.00
1-1/2" Meter	105.60	132.80	160.00
2" Meter	168.96	212.48	256.00
3" Meter	337.92	424.96	512.00
4" Meter	528.00	664.00	800.00
6" Meter	1,056.00	1,328.00	1,600.00
8" Meter	1,689.60	2,124.80	2,560.00

<u>COMMODITY CHARGE</u>			
(PER 1,000 GALLONS)			
ALL METER SIZES AND CLASSES			
	March 1, 2014	January 1, 2015	January 1, 2016
0 to 1,000 Gallons	1.48	1.99	2.50
1,001 to 5,000 Gallons	2.99	4.02	5.04
5,001 to 10,000 Gallons	4.51	6.07	7.60
10,001 to 18,000 Gallons	6.00	8.08	10.12
18,001 to 25,000 Gallons	7.50	10.10	12.65
Over 25,000	9.00	12.11	15.17

APPROVED FOR FILING
DECISION #: 74364

ORIGINAL

CONSERVATION REBATE

	RATES EFFECTIVE AS OF	
	March 1, 2014	January 1, 2015
Threshold ("CRT") in Gallons	6,401	6,401
Commodity Rate Rebate (applied if consumption is below the CRT)	45%	50%

NON-POTABLE WATER

All Gallons (per acre foot): 533.76

All Gallons (Per 1,000 gallons): 1.64

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	35.00
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)	1.50%
Deferred Payment (Per Month)	1.50%

(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).

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

APPROVED FOR FILING
DECISION #: 74364

ORIGINAL

SERVICE LINE AND METER INSTALLATION CHARGES

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

RATES EFFECTIVE AS OF MARCH 1, 2014

	Service Line Charge	Meter Installation	Total
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 Meter	830.00	1,045.00	1,875.00
2" Compound Meter	830.00	1,890.00	2,720.00
3" Meter	1,045.00	1,670.00	2,715.00
3" Compound Meter	1,165.00	2,545.00	3,710.00
4" Turbine Meter	1,490.00	2,670.00	4,160.00
4" Compound Meter	1,670.00	3,645.00	5,315.00
6" Turbine Meter	2,210.00	5,025.00	7,235.00
6" Compound Meter	2,330.00	6,920.00	9,250.00
8" and Larger Meters	Cost	Cost	Cost

APPROVED FOR FILING
DECISION #: 74364

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 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:

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

APPROVED FOR FILING

DECISION #: 71878

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; and
- Water Utility of Northern Scottsdale.

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 February 26, 2014.

¹ As of 30 September 2010

Effective Date: 26 February 2014
Decision No: 74364
Docket No: W-03720A-12-0311, et al.
ACC Approval: _____

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

APPROVED FOR FILING

DECISION #: 74364



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. 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 February 26, 2014.

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.

Disposition of Funds

Effective Date: 26 February 2014

Decision No: 74364

Docket No: W-03720A-12-0311, et al.

ACC Approval: _____

Global Water Attn: Regulatory Affairs

21410 N. 19th Ave., Ste. 201

Phoenix, AZ 85027

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APPROVED FOR FILING

DECISION #: 74364



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

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

Effective Date: 26 February 2014
Decision No: 74364
Docket No: W-03720A-12-0311, et al.
ACC Approval: _____

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

APPROVED FOR FILING

DECISION #: 74364

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
03/27/2014	Revision (004)		TJS
04/11/2016	Revision (005)	Update effective date throughout to 2/26/2014; update docket to WUNS specific docket.	JLE

Effective Date: 26 February 2014
Decision No: 74364
Docket No: W-03720A-12-0311, et al.
ACC Approval: _____

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

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
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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.
ACC Approval: _____

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

APPROVED FOR FILING

DECISION #: 72440

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

Hydrant Meter Deposit Charge Tariff

Applicable to:

- 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.

References to Utility means one of the utilities listed above.

Purpose:

The purpose of this tariff is to detail the deposit requirements for Hydrant Meters and Backflow Prevention Assemblies. Hydrant Meters are large expensive pieces of equipment and include certified back flow prevention and automated meter reading devices. Utility requires that hydrant meters be installed and/or moved by Utility-authorized personnel and that the meter is locked to the hydrant supplying service. The deposit will protect the Utility against loss, theft, or damage of this equipment.

Tariff:

The Applicant for a Hydrant Meter must, at the time of request, pay to the Utility a refundable deposit of \$1750.

Utility will provide a deposit receipt and note the deposit amount on the Applicant's account record.

The deposit will bear interest at the customer deposit rate specified in Utility's current rate schedule.

The deposit will be returned to the Applicant with any accrued interest, less any repair costs within 45 days of the return of the Hydrant Meter.

Upon installation of the Hydrant Meter, Utility will provide written certification to the Applicant that the Hydrant Meter is fully functional and ready to use.

Effective Date: 1 October 2011
Decision No: 72590
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

APPROVED FOR FILING

DECISION #: 72590



Upon Utility's removal of the Hydrant Meter, the assembly will be inspected for any damage and the Applicant will be informed in writing of the cost of any repairs. Any repair costs will be deducted from the deposit amount.

It is the Applicant's responsibility to inform Utility when the Hydrant Meter is to be removed. If the Applicant does not request removal of the Hydrant Meter, the Applicant forfeits the deposit.

Effective Date: 1 October 2011
Decision No: 72590
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

APPROVED FOR FILING

DECISION #: 72590

ORIGINAL



Customer Meter Downsizing Tariff

Applicable to:

- 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.

References to Utility means one of the utilities listed above.

Purpose:

The Utility is not responsible for determining the appropriate size meter for use. Residential, commercial/industrial meter sizes are determined by the builder based on pressure and flow requirements and the requirements of the local building authority and fire protection authority. The builder is responsible for determining the appropriate meter size. In some instances, the builder selects larger meters sizes due to pressure (e.g. two-story homes), fire protection (e.g. sprinklers) and irrigation requirements.

The purpose of this Tariff is to provide a mechanism for a homeowner or commercial/industrial user to request that the meter be changed out to a smaller size.

Homeowner Responsibilities:

The homeowner or commercial/industrial user is required to execute a Meter Downsizing Request Form, "Exhibit A", which shall survive the transition and/or sale of the property from the current owner to a new owner.

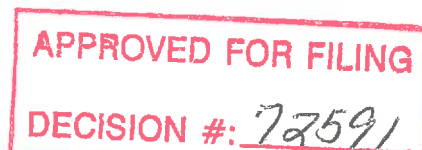
The owner is required to determine the appropriate size of the meter.

The owner is required to obtain at their own cost all necessary approvals from authorities having jurisdiction, including but not limited to local building authorities, local fire protection agencies, etc.

Any owner (and their successors and assigns) shall hold harmless and release Utility and its affiliated companies together with the employees, agents and assigns of such companies from any responsibility for any direct or collateral damage, losses or operational impacts associated with the meter size change or the size of the meter being inadequate or insufficient for the needs of the owner.

Effective Date: 1 October 2011
Decision No: 72591
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



ORIGINAL



GLOBAL WATER

The owner is required to reimburse the Utility for the costs associated with the meter change, including: (1) the cost of the new meter and; (2) installation costs in accordance with A.A.C. R14-2-405.B.5. See Utility's Service Line and Meter Installation Charges as shown on the Utility's current rate schedule.

Effective Date: 1 October 2011
Decision No: 72591
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

GWAZT-MXF-001

APPROVED FOR FILING

DECISION #: 72591

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Demand Side Management Program Tariff

Applicable to:

- Global Water – Palo Verde Utilities Company ("PVUC")
- Global Water – Santa Cruz Water Company
- Valencia Water Company – Town Division
- Valencia Water Company – Greater Buckeye Division
- Willow Valley Water Company
- Water Utility of Greater Tonopah

Purpose:

The Demand Side Management Program ("DSMP") is designed to facilitate water conservation by offering a number of educational tools, data/information systems, and sensors/infrastructure that will provide consumers with actionable information to reduce their water consumption. In addition, the DSMP provides for on-site audits and assistance in developing water saving practices.

The DSMP is designed to both work in coordination with and support Global's Rebate Threshold Rate structure and allow for consumers to achieve meaningful conservation through the development of sophisticated irrigation management systems, supported by public outreach and education programs.

Funding:

Funding for the DSMP is calculated as:

$$\text{Per unit DSMP Funding} = \frac{\text{Recycled Water Revenue (1 Jan thru 31 Dec)}}{\text{PVUC Active Connections (31 Dec)}}$$

$$\text{Total Funding} = (\text{Total Active Connections}) \times (\text{Per Unit DSMP Funding})$$

Funding will be based on PVUC active connections obtained at 31 December of each year.

The Commission will be notified of funding amounts by 1 March of each year.

DSMP is fully described in document GWR-CP-EX-044 and is included as an attachment to this tariff.

Effective Date: 1 January 2011
Decision No: 71878
Docket No: W-20445A-09-0077 et al.
ACC Approval: _____

GWAZT-DSMP-001

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

APPROVED FOR FILING
Page 1 of 8
DECISION #: 71878

ORIGINAL



GLOBAL WATER RESOURCES (GWR)

CODE OF PRACTICE

GWR-CP-EX-044

DEMAND SIDE MANAGEMENT PROGRAM

PURPOSE

The Demand Side Management Program ("DSMP") is designed to facilitate water conservation by offering a number of educational tools, data/information systems, and sensors/infrastructure that will provide consumers with actionable information to reduce their water consumption. In addition, the DSMP provides for on-site audits and assistance in developing water saving practices.

The DSMP is designed to both work in coordination with and support Global's Rebate Threshold Rate structure and allow for consumers to achieve meaningful conservation through the development of sophisticated irrigation management systems, supported by public outreach and education programs. The Automated Meter Infrastructure (AMI) technologies already deployed in Global's service areas provide customers with valuable information on their consumption. Combining consumption data with elements such as evapotranspiration data, and delivering customized messages to consumers will allow for an increased understanding of water demand.

THE PROGRAM

The DSMP is funded through a per connection allocation of revenue detailed below.

Global Water will assess the program annually and determine the most efficient activities to pursue. Initially, the DSMP will focus on data and information required to effect greater control in the use of water for irrigation. As the program matures, additional water conservation elements may be funded and implemented. The intent is to focus the resources on those elements that achieve the greatest effect in encouraging conservation.

The DSMP will supplement Global Water's current conservation campaign which includes the Arizona Department of Water Resources ("ADWR") mandated Modified Non Per Capita Conservation Program ("MNPCCP") and Global's Total Water Management philosophy.

The first phase of the DSMP will include:

- Installation of a weather station and soil moisture sensor to allow for irrigation demand numbers to be provided to HOAs.
- Providing \$2,500 to Project WET¹ or equivalent public education organization.
- Providing assistance in implementation of BMPs.

¹ See: <http://ag.arizona.edu/arizonawet/>

Effective Date: 1 January 2011
Decision No: 71878
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

GWAZT-DSMP-001

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- Providing notices to customers on water conservation efforts and additional messaging on conservation education in the annual water quality reports.
- Developing the audit practices and processes for irrigation users and large consumers.

FUNDING

There is no consumer surcharge associated with the DSMP. The DSMP is administered by the Environmental Program Department in Global. The amount of funding is determined by the following:

1. In areas where Global Water operates the recycled water system, the DSMP funding for the current year is determined by calculating the previous year's recycled water revenue and applying 15% of those revenues to the DSMP.
2. In areas where Global Water does not control the recycled water systems, the DSMP will be funded by determining the "per-connection equivalent" from (1) above, and multiplying the number of "active customers" in the service area by the "per-connection equivalent". In this case, the DSMP funding is capped by the revenue received from the highest tier of the Rebate Threshold Rate structure.

Decision 71878 established the recycled water rate at \$0.57 per 1000 gallons for Global Water – Palo Verde Utilities Company.

Funding Example

Each year, 15% of the revenue generated from the sale of the previous year's recycled water sales will be allocated to the DSMP. For example, the funding amount for the period 1 January 2011 to 31 December 2011 is based on the 2010 calendar year recycled water revenue as shown below:

Period	Connections	Funding Determination Year	Volume of Recycled Water Sold in Funding Year	Cost per 1000 gallons in Funding Year	Recycled Water Revenue in Funding Year	Annual DSMP Funding for Current Year	\$/Connection/Year
1-Jan-10 to 31-Dec-10	17200	2010	447,627,429	\$ 0.57	\$ 255,148	\$ 38,272	\$ 2.23

In this example, the total DSMP funding for the year \$54,181:

Utility	Connections	\$/Connection	Total DSMP Funds
Santa Cruz/Palo Verde	17,200	\$2.23	\$38,272
Valencia - Town Division	4,500	\$2.23	\$10,013
Valencia - Greater Buckeye Division	650	\$2.23	\$1,446
Greater Tonopah	300	\$2.23	\$668
Willow Valley	1700	\$2.23	\$3,783
TOTAL			\$54,181

Note that the above is an example only using estimates for 2010 usage, actual numbers will be determined by 1 March of each year.

Effective Date: 1 January 2011
 Decision No: 71878
 Docket No: W-20445A-09-0077 et al.
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 Phoenix, AZ 85027

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USE OF FUNDS

The deployment of the DSMP funds is based on Global's analysis of current water consumption trends and an assessment of where the expenditures can affect the greatest reduction in demand. Global will make informational filings with the ACC each year explaining its intended focus and the results achieved to date.

High-volume consumer involvement will be sought to determine the most effective DSMP component to fund in any given year. The final decision for funding program elements rests with Global Utilities, subject to ACC review and input.

Global may elect to concentrate funding from several utilities to centralize systems to maximize the potential water conservation.

REPORTING

Reports will be submitted annually to the ACC in the format provided in Appendix A.

Key metrics for monitoring the effectiveness of the program are as follows:

- Total Recycled Water put to Beneficial Reuse
- HOA/Irrigation Water Consumption
- Gallons of Irrigation Water/Irrigated Acre
- DSMP investments
- ADWR MNPCCP Conservation Efforts Report to include reports on additional BMP's as required by Decision #71878

ARIZONA DEPARTMENT OF WATER RESOURCES MODIFIED NON PER CAPITA CONSERVATION PROGRAM ("ADWR MNPCCP")

The Global Water Utilities will augment the requirements of the ADWR MNPCCP in accordance with Decision #71878 as follows:

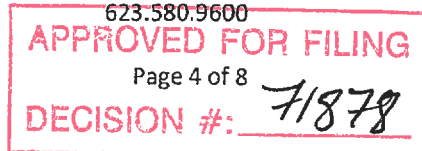
- Water systems with customer counts exceeding 5,000 shall incorporate a minimum of 10 Best Management Practices;
- Water systems with customer counts less than 5,000 shall incorporate a minimum of 3 Best Management Practices.

A list and explanation of the selected BMP's is included as Appendix B. The list of BMP's shall be considered a living document subject to routine evaluation as determined by Global Water.

Effective Date: 1 January 2011
Decision No: 71878
Docket No: W-20445A-09-0077 et al.
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Appendix A

Demand Side Management Program Annual Report²

This form is to provide the Arizona Corporation Commission information on the Demand Side Management Program for the Global Water Utilities.

Reporting Period:

From: (Day/Month/Year)	To: (Day/Month/Year)

The following table represents the year to date metrics.

	2011	2012	2013	2014	2015
Total RW Sold					
Total Revenue					
Connections					
Highest Tier Revenue					
DSMP Funds					

The following table reflects the total funds invested for the DSMP to date and per Utility.

Utility:	Connections:	2011	2012	2013	2014	2015
PVUC/SCWC						
VWC - TD						
VWC - GB						
WUGT						
WUNS						
WVWC						
Total Funds						

The following table reflects Global's investments in the DSMP for this reporting period.

DSMP Investments made for this Reporting Period:			
Utility:	Items:	Costs:	Description:
PVUC/SCWC			
VWC - TD			
VWC - GB			
WUGT			
WUNS			
WVWC			

² Editorial changes to this form to improve clarity shall be undertaken by Global Water.

Effective Date: 1 January 2011
Decision No: 71878
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Global Water Attn: Regulatory Affairs
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DECISION #: 71878

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The following information reflects the total amount of irrigation acres per Utility and the total amount of irrigation gallons.

Utility:	Total Irrigation Acres	Total Irrigation Gallons	Irrigation gallons per acre
PVUC/SCWC			
VWC - TD			
VWC - GB			
WUGT			
WUNS			
WVWC			

*Some utilities currently do not provide water service to irrigation accounts and therefore will be reported as non-applicable.

Signature:	Date:
------------	-------

Effective Date: 1 January 2011
Decision No: 71878
Docket No: W-20445A-09-0077 et al.
ACC Approval: _____

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Global Water Attn: Regulatory Affairs
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Phoenix, AZ 85027
623.580.9600

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Appendix B

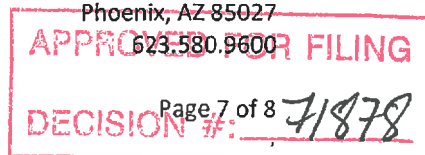
Best Management Practices

BMP	Description
1.1	Local and/or regional messaging program
1.2	Special events/programs and community presentations
2.2	Youth conservation education program
3.6	Customer high water use inquiry resolution
4.1	Leak detection program
4.2	Meter repair and/or replacement program
4.3	Comprehensive water system audit program
7.1	Implement an emerging technology
7.6	Develop industry partnerships to save water
7.7	Support the development of new technologies and products

Effective Date: 1 January 2011
Decision No: 71878
Docket No: W-20445A-09-0077 et al.
ACC Approval: _____

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GLOBAL WATER

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ORIGINAL

Company: Global Water – Santa Cruz Water Company, 10/11/12 Decision No.: 73268
Valencia Water Company – Town Division, 10/17/12
Valencia Water Company – Greater Buckeye Division, 10/26/12
Water Utility of Greater Tonopah, and 10/13/12
Willow Valley Water Company 10/10/12

Phone: 623-518-4000

Effective Date: SEE INDIVIDUAL SYSTEMS

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Utility to actively participate in a water conservation campaign with local or regional advertizing (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging 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 Utility or designated representative shall actively participate in water conservation campaign with local and/or regional advertising.
2. The campaign shall promote ways for customers to save water.
3. The Utility shall facilitate the campaign through one or more of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Utility shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of the messaging program implemented and program dates.
 - b. The number of customers reached (or an estimate).
 - c. Costs of Program implementation.
5. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.

ORIGINAL

Company: Global Water – Santa Cruz Water Company, 10/1/12 Decision No.: 73268
Valencia Water Company – Town Division, 10/17/12
Valencia Water Company – Greater Buckeye Division, 10/26/12
Water Utility of Greater Tonopah, and 10/13/12
Willow Valley Water Company. 10/10/12

Phone: 623-518-4000

Effective Date: SEE INDIVIDUAL SYSTEMS

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Utility to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement 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. On a systematic basis, the Utility will inspect 100 percent of its 1-inch and smaller in-service water meters at least once every ten years or for one of the following reasons (whichever occurs first):
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - c. A meter has been in service for ten years.
2. Meters larger than 1-inch shall be inspected for one of the following reasons:
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - b. A meter has been in service for five years.
3. The inspection will be accomplished by having a Utility Technician physically inspect each meter and its fittings for leaks, registers which may have become loose or are not properly attached to the meter and could be under-registering or other broken parts which need repair. In addition, meters shall be randomly selected for flow testing to identify potentially under-registering meters.
4. The Utility shall also replace or reprogram any water meters that do not register in gallons.
5. The Utility may request recovery of the actual costs associated with implementing this BMP in a future rate application.
6. The Utility shall keep records on the number of meters that were replaced and make this information available to the Commission upon request.

ORIGINAL

Company: Global Water – Santa Cruz Water Company, 10/1/12 Decision No.: 73268
Valencia Water Company –Town Division, 10/17/12
Valencia Water Company – Greater Buckeye Division, 10/26/12
Water Utility of Greater Tonopah, and 10/13/12
Willow Valley Water Company 10/10/12

Phone: 623-518-4000

Effective Date: SEE INDIVIDUAL SYSTEMS

WATER SYSTEM TAMPERING TARIFF – BMP 5.2

PURPOSE

The purpose of this tariff is to promote the conservation of groundwater by enabling the Utility to bring an action for damages or to enjoin any activity against a person who tampers with the water system.

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission, specifically Arizona Administrative Code ("AAC") R14-2-410 and the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. In support of the Utility's water conservation goals, the Utility may bring an action for damages or to enjoin any activity against a person who: (1) makes a connection or reconnection with property owned or used by the Utility to provide utility service without the Utility's authorization or consent; (2) prevents a Utility meter or other device used to determine the charge for utility services from accurately performing its measuring function; (3) tampers with property owned or used by the Utility; or (4) uses or receives the Utility's services without the authorization or consent of the Utility and knows or has reason to know of the unlawful diversion, tampering or connection. If the Utility's action is successful, the Utility may recover as damages three times the amount of actual damages.
2. Compliance with the provisions of this tariff will be a condition of service.
3. The Utility shall provide to all its customers, upon request, a complete copy of this tariff and AAC R14-2-410. The customers shall follow and abide by this tariff.
4. If a customer is connected to the Utility water system and the Utility discovers that the customer has taken any of the actions listed in No. 1 above, the Utility may terminate service per AAC R14-2-410.
5. 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.

TARIFF SCHEDULE

UTILITY: Willow Valley Water Company
DOCKET NO. W-01212A-12-0309 et al.

DECISION NO. 74364
EFFECTIVE DATE: Feb 26, 2014

OFF-SITE HOOK-UP FEE (WATER)**I. Purpose and Applicability**

The purpose of the off-site hook-up fees payable to Willow Valley Water Company ("the Company") pursuant to this tariff is to equitably apportion the costs of constructing additional off-site facilities necessary to provide water production, delivery, storage and pressure among all new service connections. These charges are applicable to all new service connections established after the effective date of this tariff undertaken via Main Extension Agreements or requests for service not requiring a Main Extension Agreement. The charges are one-time charges and are payable as a condition to Company's establishment of service, as more particularly provided below.

II. Definitions

Unless the context otherwise requires, the definitions set forth in R-14-2-401 of the Arizona Corporation Commission's ("Commission") rules and regulations governing water utilities shall apply in interpreting this tariff schedule.

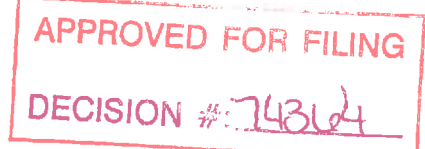
"Applicant" means any party entering into an agreement with Company for the installation of water facilities to serve new service connections, and may include Developers and/or Builders of new residential subdivisions and/or commercial and industrial properties.

"Company" means Willow Valley Water Company.

"Main Extension Agreement" means any agreement whereby an Applicant agrees to advance the costs of the installation of water facilities necessary to the Company to serve new service connections within a development, or installs such water facilities necessary to serve new service connections and transfer ownership of such water facilities to the Company, which agreement shall require the approval of the Commission pursuant to A.A.C. R-14-2-406, and shall have the same meaning as "Water Facilities Agreement" or "Line Extension Agreement."

"Off-site Facilities" means wells, storage tanks and related appurtenances necessary for proper operation, including engineering and design costs. Off-site facilities may also include booster pumps, pressure tanks, transmission mains and related appurtenances necessary for proper operation if these facilities are not for the exclusive use of the applicant and will benefit the entire water system.

"Service Connection" means and includes all service connections for single-family residential, commercial, industrial or other uses, regardless of meter size.



III. Off-Site Water Hook-up Fee

For each new service connection, the Company shall collect an off-site hook-up fee derived from the following table:

OFF-SITE WATER HOOK-UP FEE TABLE		
Meter Size	Size Factor	Total Fee
5/8" x 3/4"	1	\$1,750
3/4"	1.5	\$2,625
1"	2.5	\$4,375
1-1/2"	5	\$8,750
2"	8	\$14,000
3"	16	\$28,000
4"	25	\$43,750
6" or larger	50	\$87,500

IV. Terms and Conditions

(A) Assessment of One Time Off-Site Hook-up Fee: The off-site hook-up fee may be assessed only once per parcel, service connection, or lot within a subdivision (similar to meter and service line installation charge).

(B) Use of Off-Site Hook-up Fee: Off-site hook-up fees may only be used to pay for capital items of off-site facilities or for repayment of loans obtained to fund the cost of installation of off-site facilities. Off-site hook-up fees shall not be used to cover repairs, maintenance, or operational costs. The Company shall record amounts collected under this tariff as Contributions in Aid of Construction ("CIAC"); however, such amounts shall not be deducted from rate base until such amounts have been expended for utility plant.

(C) Time of Payment:

- 1) For those requiring a Main Extension Agreement: In the event that the Applicant is required to enter into a Main Extension Agreement, whereby the Applicant agrees to advance the costs of installing mains, valves, fittings, hydrants and other on-site improvements or construct such improvements in order to extend service in accordance with R-14-2-406(B), payment of the hook-up fees required hereunder shall be made by the Applicant no later than 15 calendar days after receipt of notification from the Company that the Utilities Division of the Arizona Corporation Commission has approved the Main Extension Agreement in accordance with R-14-2-406(M).
- 2) For those connecting to an existing main: In the event that the Applicant is not required to enter into a Main Extension Agreement, the hook-up fee charges hereunder shall be due and payable at the time the meter and service line installation fee is due and payable.

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DECISION #: 74364

(D) Off-Site Facilities Construction By Developer: Company and Applicant may agree to construction of off-site facilities necessary to serve a particular development by Applicant, which facilities are then conveyed to Company. In that event, Company shall credit the total cost of such off-site facilities as an offset to off-site hook-up fees due under this Tariff. If the total cost of the off-site facilities constructed by Applicant and conveyed to Company is less than the applicable off-site hook-up fees under this Tariff, Applicant shall pay the remaining amount of off-site hook-up fees owed hereunder. If the total cost of the off-site facilities contributed by Applicant and conveyed to Company is more than the applicable off-site hook-up fees under this Tariff, Applicant shall be refunded the difference upon acceptance of the off-site facilities by the Company.

(E) Failure to Pay Charges; Delinquent Payments: The Company will not be obligated to make an advance commitment to provide or to actually provide water service to any Applicant in the event that the Applicant has not paid in full all charges hereunder. Under no circumstances will the Company set a meter or otherwise allow service to be established if the entire amount of any payment due hereunder has not been paid.

(F) Large Subdivision and/or Development Projects: In the event that the Applicant is engaged in the development of a residential subdivision and/or development containing more than 150 lots, the Company may, in its discretion, agree to payment of off-site hook-up fees in installments. Such installments may be based on the residential subdivision and/or development's phasing, and should attempt to equitably apportion the payment of charges hereunder based on the Applicant's construction schedule and water service requirements. In the alternative, the Applicant shall post an irrevocable letter of credit in favor of the Company in a commercially reasonable form, which may be drawn by the Company consistent with the actual or planned construction and hook-up schedule for the subdivision and/or development.

(G) Off-Site Hook-Up Fees Non-refundable: The amounts collected by the Company as hook-up fees pursuant to the off-site hook-up fee tariff shall be non-refundable contributions in aid of construction.

(H) Use of Off-Site Hook-Up Fees Received: All funds collected by the Company as off-site hook-up fees shall be deposited into a separate interest bearing bank account and used solely for the purposes of paying for the costs of installation of off-site facilities, including repayment of loans obtained for the installation of off-site facilities that will benefit the entire water system.

(I) Off-Site Hook-up Fee in Addition to On-site Facilities: The off-site hook-up fee shall be in addition to any costs associated with the construction of on-site facilities under a Main Extension Agreement.

(J) Disposition of Excess Funds: After all necessary and desirable off-site facilities are constructed utilizing funds collected pursuant to the off-site hook-up fees, or if the off-site hook-up fee has been terminated by order of the Arizona Corporation Commission, any funds remaining in the bank account shall be refunded. The manner of the refund shall be determined by the Commission at the time a refund becomes necessary.

APPROVED FOR FILING**DECISION #: 74364**

(K) Fire Flow Requirements: In the event the Applicant for service has fire flow requirements that require additional facilities beyond those facilities whose costs were included in the off-site hook-up fee, and which are contemplated to be constructed using the proceeds of the off-site hook-up Fee, the Company may require the Applicant to install such additional facilities as are required to meet those additional fire flow requirements, as a non-refundable contribution, in addition to the off-site hook-up fee.

(L) Status Reporting Requirements to the Commission: The Company shall submit a calendar year Off-Site Hook-Up Fee status report each January 31st to Docket Control for the prior twelve (12) month period, beginning January 31, 2015, until the hook-up fee tariff is no longer in effect. This status report shall contain a list of all customers that have paid the hook-up fee tariff, the amount each has paid, the physical location/address of the property in respect of which such fee was paid, the amount of money spent from the account, the amount of interest earned on the funds within the tariff account, and a list of all facilities that have been installed with the tariff funds during the 12 month period.



Company:
Willow Valley Water Co., Inc.

ORIGINAL

Phone: 623-518-4000

Effective Date: February 26, 2014

TERMS AND CONDITIONS OF SERVICE TARIFF

- 1.0 **Applicability.** This Terms and Conditions of Service Tariff applies to all services provided by the Company.
- 2.0 **Adoption of Rules.** For potable water service, the Company adopts the Rules of the Arizona Corporation Commission for water service (A.A.C. R14-2-401 to R14-2-411), as supplemented by this Tariff.
- 3.0 **Special provisions for non-potable water service.**
 - 3.1 "Non-potable water service" means the delivery of water, other than water for human consumption or recycled water.
 - 3.2 The following provisions apply to non-potable water service.
 - 3.2.1 **Establishment of service.** Establishment of non-potable water service will be in accordance with A.A.C. R14-2-403.
 - 3.2.2 **Customer information.** The Company will provide the information to non-potable water customers as required in R14-2-404.
 - 3.2.3 **Main extensions.** Main extensions for non-potable water service will be subject to the requirements of A.A.C. R14-2-406.
 - 3.2.4 **Provision of Service.** Non-potable water service will be subject to the requirements of A.A.C. R14-2-407, except that R14-2-407(E), Minimum Deliver Pressure shall not apply because non-potable water is an unpressurized service.
 - 3.2.5 **Meter reading.** Meter reading for non-potable water service will be subject to the requirements of A.A.C. R14-2-408.
 - 3.2.6 **Billing.** Billing and collection for non-potable water service will be subject to the requirements of A.A.C. R14-2-409.
 - 3.2.7 **Termination of service.** Termination of service for non-potable water service will be subject to the requirements of A.A.C. R14-2-410.

APPROVED FOR FILING

DECISION NO. 74364

ORIGINAL

Company:
Willow Valley Water Co., Inc.

Phone: 623-518-4000

Effective Date: February 26, 2014

TERMS AND CONDITIONS OF SERVICE TARIFF

4.0 Electronic Billing. Electronic Billing is an optional billing service whereby Customers may elect to receive, view, and pay their bills electronically. The Company may modify its Electronic Billing services from time to time. A Customer electing an electronic billing service may receive an electronic bill in lieu of a paper bill. Customers electing an electronic billing service may be required to complete additional forms and agreements. Electronic Billing may be discontinued at any time by the Company or the Customer. An Electronic Bill will be considered rendered at the time it is electronically sent to the Customer. Failure to receive bills or notices which have been properly sent by an Electronic Billing system does not prevent these bills from becoming delinquent and does not relieve the Customer of the Customer's obligations therein. Any notices which the Company is required to send to a Customer who has elected an Electronic Billing service may be sent by electronic means at the option of the Company. Except as otherwise provided in this section, all other provisions of the Company's tariffs and the Commission's Rules and Regulations are applicable to Electronic Billing. The Customer must provide the Company with a current email address for electronic bill delivery. If the Electronic Bill is electronically sent to the Customer at the email address that Customer provided to the Company, then the Electronic Bill will be considered properly sent. Further, the Customer will be responsible for updating the Company with any changes to this email address. Failure to do so will not excuse the Customer from timely paying the Company for utility service.

5.0 Liability.

5.1 Water pressure for Private Fire Service and Public Fire Hydrant Service. The Company will supply only such water at such pressures as may be available from time to time as a result of the normal operation of its water system. The Company does not guarantee a specific water pressure or gallons per minute flow rate at any public fire hydrant or private fire service. In the event service is interrupted or irregular or defective or fails from causes beyond the Company's control or through ordinary negligence of its employees or agents, the Company will not be liable for any injuries or damages arising therefrom. Ratepayers shall not be required to reimburse through rates, damages from the acts or omissions of the Company, its principals, agents or employees.

APPROVED FOR FILING

DECISION NO. 74364
DECISION #:

ORIGINAL

Company:
Willow Valley Water Co., Inc.

Phone: 623-518-4000

Effective Date: February 26, 2014

TERMS AND CONDITIONS OF SERVICE TARIFF

- 5.2 **Limitation of Company responsibility.** The Company does not assume the responsibility of inspecting or maintaining any customer's piping or apparatus and will not be responsible therefor; however, the Company reserves the right to refuse water service unless the customer's piping or apparatus is installed in such manner as to prevent cross connections or backflow into the Company's system in compliance with the Company's Cross-Connection/Backflow Tariff as approved by the Commission.
- 5.3 **Third party claims.** Company will not be responsible for any third-party claims against Company that arise from Customer's use of Company's utility service unless such claims are caused by the Company's willful misconduct or gross negligence.
- 5.4 **Indemnity.** Customer will indemnify, defend and hold harmless the Company (including the costs of reasonable attorney's fees) against all claims (including, without limitation, claims for damages to any business or property, or injury to, or death of, any person) arising out of any wrongful act or negligent omission of the Customer, or the Customer's agents, in connection with the Company's service or facilities.
- 5.5 **Limitation of damages.** The liability of the Company for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities or equipment shall not exceed an amount equal to the charges applicable under the Company's tariff (calculated on a proportionate basis where appropriate) to the period during which the error, mistake, omission, interruption or delay occurs, except if such damages are caused by the Company's willful misconduct or gross negligence.

APPROVED FOR FILING

DECISION NO. 74364

ORIGINAL

Company:
Willow Valley Water Co., Inc.

Phone: 623-518-4000

Effective Date: February 26, 2014

TERMS AND CONDITIONS OF SERVICE TARIFF

- 5.6 **Incidental, indirect, special, or consequential damages.** In no event will the Company be liable for any incidental, indirect, special, or consequential damages (including lost revenue or profits) of any kind whatsoever regardless of the cause or foreseeability thereof.
- 5.7 **Interference with Company facilities.** The Company will not be responsible in any occasion for any loss or damage caused by the negligence or wrongful act of the Customer or any of his agents, employees or licensees in installing, maintaining, using, operating or interfering with any Company facilities.

###

APPROVED FOR FILING

DECISION NO. 74364
DECISION #: _____

TARIFF SCHEDULE

Utility: Willow Valley Water Company, Inc.
Docket No.: W-01732A-04-0935
Phone No.: 602-224-0711

ORIGINAL

Sheet No: 1 of 4
Decision No.: _____
Effective: 01-26-05

CURTAILMENT PLAN FOR WILLOW VALLEY WATER COMPANY, INC. (Template 063004)

ADEQ Public Water System Nos: 08-040, 08-034 and 08-129

Willow Valley Water Company, Inc. ("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, 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.

ADMINISTRATIVELY
APPROVED FOR FILING

REVISED: June 30, 2004

TARIFF SCHEDULE

Utility: Willow Valley Water Company, Inc.
Docket No.: W-01732A-04-0935
Phone No.: 602-224-0711

Sheet No: 2 of 4
Decision No.: _____
Effective: 01-26-05

ORIGINAL

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, 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, Company shall post at least **2 signs per system** 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. 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.

ADMINISTRATIVELY
APPROVED FOR FILING

REVISED: June 30, 2004

TARIFF SCHEDULE

Utility: Willow Valley Water Company, Inc.
Docket No.: W-01732A-04-0935
Phone No.: 602-224-0711

Sheet No: 3 of 4
Decision No.: _____
Effective: 01-26-05

ORIGINAL

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 **2 signs per system** 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.

ADMINISTRATIVELY
APPROVED FOR FILING

REVISED: June 30, 2004

TARIFF SCHEDULE

Utility: Willow Valley Water Company, Inc.
Docket No.: W-01732A-04-0935
Phone No.: 602-224-0711

Sheet No: 4 of 4
Decision No.: _____
Effective: 01-26-05

ORIGINAL

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 within 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.

ADMINISTRATIVELY
APPROVED FOR FILING

REVISED: June 30, 2004

ORIGINAL

Willow Valley Water Company
CROSS-CONNECTION OR BACKFLOW TARIFF

PURPOSE:

The purpose of this tariff is to protect Willow Valley Water Company ("WVWC") 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. WVWC 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, WVWC may terminate service or may deny service to a customer who fails to install a backflow-prevention assembly as required by this tariff
4. WVWC 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 device within thirty (30) days, WVWC or Commission Staff may suspend this requirement for a reasonable period of time.
5. Testing shall be in conformance with the requirements of A.A.C. R18-4-215.F. WVWC may require the customer to pay to have the backflow prevention assembly tested as long as WVWC does not require an unreasonable number of tests.
6. The customer shall provide WVWC 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.

ADMINISTRATIVELY
APPROVED FOR FILING

Willow Valley Water Company

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, WVWC 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.

ADDITIONAL INFORMATION: (supplement to the above tariff)

Specific details regarding the WVWC Cross Connection/Backflow Prevention Program are outlined in the following pages.

Effective Date: June 7, 2009

ADMINISTRATIVELY
APPROVED FOR FILING

Willow Valley Water Company Cross Connection/Back Flow Prevention Program

Rationale

In accordance with Arizona Administrative Code R18-04-215, a public water system shall protect its system from contamination caused by backflow through unprotected cross-connections by requiring the installation and periodic testing of backflow prevention assemblies. AAC R14-2-405.B.6 requires that any customer's lines be installed so as to prevent cross-connection or backflow.

Willow Valley Water Company ("WVWC") requires backflow prevention assemblies to be installed and/or retrofitted at the service connection of those establishments where there exists a possibility of contamination caused by backflow through unprotected cross-connections which are not specifically exempted by the subject rule.

In all cases, the need for and the type of backflow prevention assembly will be specified by WVWC, and will be located on the customer's side of the service connection. The approved backflow prevention device will be installed, owned, tested and maintained by the customer. The minimum level of backflow protection that is provided to protect a public water system shall be the level recommended in:

Section 7.2 of the Manual of Cross-Connection Control
Ninth Edition, USC-FCCCHR
KAP-200 University Park MC-2531
Los Angeles, California 90089-2531
December 1993 (and no future editions or amendments)

The type of backflow-protection assembly ("BPA") installed will be determined by the relative hazards posed by each customer account in its category. Inspecting and testing of installed BPA's must be conducted by a certified backflow tester who shall submit a written report to WVWC. All BPA's will be subjected to annual testing to be performed by a certified backflow tester.

Procedure for Existing Customers

All customer accounts will be reviewed by customer listing as well as on site surveys as needed, and placed into one of five categories.

Category # 1: Animal clinics, car washes, laundries, pest control, some restaurants, etc.
BPA required: Reduced Pressure Backflow Assembly

Category # 2: Restaurants, schools, medical/dental offices, retail establishments
BPA required: Reduced Pressure Backflow Assembly

Category # 3 Multi-family residences with common and dual plumbing

BPA required: Reduced Pressure or Double Check

Category # 4 Non chemical dispensing irrigation systems and zoned horse and/or animal acreage properties

BPA required: Reduced Pressure or Double Check

Category # 5 Class 1 and 2 fire protection systems

BPA required: To be determined

The type of BPA required will depend upon the level of potential contamination. If the potential is low, then a lower grade of BPA may be installed on receipt of approval by WVWC.

Non- Exempt Single Family Residences

Backflow Prevention Assemblies are required in single family residences if any of the the following conditions exist and subjected to be determined by WVWC:

1. Customer owns a private own well and is served additionally by the utility
BPA required- **Reduced Pressure**
2. Zoned horse and/or animal acreage properties
BPA required- **Double Check Valve or Reduced Pressure**
3. Operating a home business whose business is subjected to receipt, generation or storage of hazardous materials
BPA required- **Double Check Valve or Reduced Pressure**
4. Residential properties where the potential for cross connections exists (eg. landscape irrigation with recycled water, dual water main installations with potable and non-potable water)
BPA required- **Reduced Pressure**

Procedure for New Construction

WVWC has the sole discretion to require the installation of a backflow prevention assembly (BPA) in order to protect the public water supply. This requirement and type of BPA will be determined at the plan review stage, and may be amended by a Cross-Connection Survey (see Appendix A) completed by WVWC.

Installation and Testing

The following types of notification will be provided to WVWC:

1. Information letter - This letter is for existing and new customers and explains Backflow prevention and the need for compliance. See **Appendix B**.
2. Notice to install a backflow prevention assembly - Initial notice sent to the customer after the utility establishes the customer's requirement to have a BPA determined by the survey results. The customer is given notice to comply with this requirement within **30** days. See **Appendix C**.
3. Second notice to install or test a BPA - Reminder notice of the requirement to install or test. The customer is given notice to comply with this requirement within **14** days. See **Appendix D**.
4. Final Notice to install or test a **BPA** - Final notice to the customer to comply with the requirement of the backflow prevention program and a determination to disconnect service. See **Appendix E**.
5. Disconnection Notice - Notice to disconnect service with the date of disconnect if customer does not comply with the requirements of the backflow prevention program. See **Appendix F**.

Termination of Service

All customers who fail to comply with the requirements of the backflow prevention program will be notified in accordance with AAC R14-2-410 of the termination of their water service.

If service is terminated, service will not be restored until an approved BPA is installed and tested and any reconnection fees are paid in accordance with WVWC approved tariffs.

Notice

The backflow prevention program is subject to periodic review therefore the procedures may be changed or altered as deemed necessary for the protection of public health. All changes shall comply with the current and/or future laws as well as the rules and regulations of the regulatory agencies. Any and all changes in procedure shall be forwarded to the jurisdictional regulatory agency for review prior to promulgation

Appendix A

CROSS CONNECTION SURVEY

Date:

Customer:

Water service address:

Account #:

Meter #:

Does the property have a:

Private operating well or other alternate water supply YES ☐ NO ☐

Retention area (pond) supplied by potable water supply YES ☐ NO ☐

Automatic irrigation system or other facility with potential for
dispensing of chemical contamination YES ☐ NO ☐

Thermal Solar energy system YES ☐ NO ☐

Agricultural use or livestock (horses) related activity YES ☐ NO ☐

All commercial business YES ☐ NO ☐

Home business using possible hazardous material YES ☐ NO ☐

If you answered "YES" to any of the above, you are required to **INSTALL** a Backflow-prevention assembly. It must be **tested** at the time of installation and **ANNUALLY** thereafter. Reminder letters will be sent out each year prior to the anniversary date of the previous year's test.

Type of device required:

- Live stock – Double Check Assembly
- All others – Reduced Pressure Assembly

Thank you for your assistance in the protection of your water supply.

The backflow prevention program is instituted and enforced to help supply all of our customers with potable water that meets the requirements of the Federal Safe Drinking Water Act.

Appendix B

Backflow Prevention Information

Dear Customer,

This letter is to inform you the **Willow Valley Water Company ("WVWC")** is required to implement a cross connection/backflow prevention program in your service area.

What is backflow prevention?

Backflow prevention protects a public water supply from contamination caused by backflow through unprotected cross-connections. A backflow prevention program is a requirement of the Safe Drinking Water Act and AAC R18-4 *et seq.*

What is a Backflow Prevention Program?

A backflow prevention program requires the installation and annual testing of backflow prevention assemblies in all areas considered to be a potential cross-contamination hazard. A public water system shall maintain records of installations and tests performed on backflow-prevention assemblies in its service area. Records shall be retained by the public water system for at least three years and shall be made available for review by the Arizona Department of Environmental Quality ("ADEQ") or its designee upon request.

What is a backflow prevention assembly device?

A backflow prevention device is a device that prevents the reversal of flow when pressures changes within a distribution system.

Who is Responsible for Acquiring, Installing, Maintaining, and Testing a Backflow Prevention Assembly?

The Customer is responsible for acquiring, installing, maintaining and testing an approved BPA. Testing is required annually. The Customer must contact a certified installer in order to have the BPA properly installed. Installation and annual test certificates must be provided to the WVWC.

Where is a backflow prevention assembly installed?

A backflow prevention assembly shall be installed as close as practicable to the service connection. (Usually just past the water meter on the customer's side).

Who is required to have a backflow prevention assembly installed?

1. Any residential service connection with livestock on the premises.
2. Any residential service connection with on site irrigation or dual plumbing,
3. Any residential service connection with a water supply that is not accepted as an additional source by the public water system or is not approved by ADEQ or its designee. (This source is commonly a private well).
4. All commercial establishments.
5. Any connections considered by ADEQ or WVWC to be a hazard.

Who installs the backflow prevention assemblies?

Installation and testing must be performed by a person who is currently certified as a general tester by the California-Nevada section of the American Water Works Association (CA-NV Section, AWWA), the Arizona State Environmental Technical Training (ASETT) Center, or other certifying authority approved by ADEQ or its designee.

Who will supply the installation and certification information?

Once you have hired a certified tester, the tester must provide WVWC with the original certificate of installation and test. We recommend you retain a copy for your records. It is the customer's responsibility to provide proof of test and certification.

The information that must be supplied:

1. Assembly identification number and description,
2. Location,
3. Date of test,
4. Description of repairs and recommendations for repairs made by the tester, and
5. The tester's name and certificate number.

****Important Information****

In accordance with the Federal Safe Drinking Water Act Amendments of 1986 and the provisions of the Arizona Administrative Code R18-4-215, failure to comply with this requirement shall be sufficient cause for termination of your water service. Upon request, WVWC can provide you with a copy of the Arizona Administrative Code R18-4-215. We appreciate your cooperation in this very important matter. If you should have any questions, please contact our main office at 623-580-9600.

Appendix C

NOTICE TO INSTALL AND TEST BACKFLOW PREVENTION ASSEMBLY

Date:

Customer:

Water Service Connection at:

Account #:

The Arizona Administrative Code, R18-04-215, as adopted by the Arizona Department of Environmental Quality for Cross-Connection requires mandatory installation and periodic testing of backflow assemblies, where it is determined that backflow is likely to occur.

In accordance with the Federal Safe Drinking Water Act Amendments of 1986 and the provisions of the R18-04-215, you are required to install and annually test one of the following approved backflow prevention assemblies for the purpose of protecting the potable water supply from substances which could endanger public health.

- ☐ Double Check Valve Assembly
- ☐ Reduced Pressure Principal Device
- ☐ Pressure Vacuum Breaker

Reason for installation: _____

A list of reduced pressure principle backflow prevention assemblies that have been evaluated and approved by the Foundation for Cross-Connection Control and Hydraulic Research of the University of California should be available through certified plumbers. These assemblies have been adopted and approved by the State of Arizona and must be installed within 30 days from the date of this letter.

Backflow prevention assemblies are to be purchased, installed, maintained and annually tested at the customer's expense. The backflow prevention assemblies must be **tested by a Certified Backflow prevention Assembly Tester at the time of installation.** Once the assembly has been installed and tested you should receive a copy of the certification. The Certified Tester will need to forward the original test report to:

Willow Valley Water Company
21410 N. 19th Avenue Suite 201
Phoenix, AZ 85027

If you should have any questions or require further information, please contact the main office at 623-580-9600. Thank you for your cooperation in this very important matter.

Appendix D

SECOND NOTICE

NOTICE TO INSTALL/ TEST BACKFLOW PREVENTION ASSEMBLY

Date:

Customer:

Water service address:

Account #

Dear Customer,

We recently wrote to you explaining the regulatory requirements for installing and /or testing your backflow prevention assembly. Installing and /or testing your BFP assembly are of the utmost importance as it is in place to protect the public water supply from possible contamination. We previously sent you a notice to comply with the requirements of the Arizona Administrative Code R18-4-215 regarding the requirements of backflow prevention.

If you have had your backflow prevention assembly installed and / or tested, please forward the report to:

**Willow Valley Water Company
21410 N. 19th Avenue Suite 201
Phoenix, AZ 85027**

If you have not complied with the requirements, please call us with the approximate date you expect to have your BFP assembly tested or installed. You are required to comply with this requirement within 14 days of this notice.

If you should have any questions or require further information, please contact our office at 623-580-9600.

Thank you for cooperation in this very important matter.

Appendix E

FINAL NOTICE

TO INSTALL AND TEST BACKFLOW PREVENTION ASSEMBLY

Date:

Customer:

Water service address:

Account #

Dear Customer,

We recently wrote to you explaining the regulatory requirements for installing and /or testing your backflow prevention assembly. Installing and /or testing your BFP assembly are of the utmost importance as it is in place to protect the public water supply from contamination. We previously sent you 2 reminder notices to comply with the requirements of the Arizona Administrative Code R18-4-215 regarding the requirements of backflow prevention.

If you have had your backflow prevention assembly installed and / or tested, please forward the report to:

**Willow Valley Water Company
21410 N. 19th Avenue Suite 201
Phoenix, AZ 85027**

If you have not complied with the requirements, please call us with the approximate date you expect to have your BFP assembly tested. You are required to comply with this requirement immediately after receiving this notice.

Failure to comply with the requirements of the Backflow prevention program will result in a disconnection of your service.

If you should have any questions or require further information, please contact our office at 623-580-9600.

Thank you for your cooperation in this very important matter.

Appendix F

DISCONNECT NOTICE

FAILURE TO INSTALL AND TEST BACKFLOW PREVENTION ASSEMBLY

Date:

Customer:

Water service address:

Account #

Dear Customer,

We recently wrote to you explaining the regulatory requirements for installing and /or testing your backflow prevention assembly. Installing and /or testing your BFP assembly are of the utmost importance as it is in place to protect the public water supply from contamination. We previously sent you 3 reminder notices to comply with the requirements of the Arizona Administrative Code R18-4-215 regarding the requirements of backflow-prevention.

Our records indicate you have failed to comply with the requirements of the backflow prevention program.

Your service will be **DISCONNECTED** on:

If you have had your backflow prevention assembly installed and / or tested, please forward the report to:

Willow Valley Water Company
21410 N. 19th Avenue Suite 201
Phoenix, AZ 85027

If your backflow prevention assembly is scheduled for testing, please have the company performing the testing contact our office at the numbers listed below to avoid any service interruption.

If you should have any questions or require further information, please contact our office at 623-580-9600. Thank you for your cooperation in this very important matter.