



To Our Valued Customers:

This letter is to inform you that Global Water is filing a rate application with the Arizona Corporation Commission (the “ACC”) late June 2023 for Global Water – Lyn Lee Water Company, Inc. (“GW-Lyn Lee”) Global Water is regulated by the ACC and rates are established through a formal hearing process called a rate case.

Over the next 16 months, the rate application, which consists of detailed financial and operational data, will be thoroughly reviewed and analyzed by the ACC. This process will ultimately determine the rates the utility will collect to meet its financial obligations and to continue to provide safe and reliable water.

Rate cases ensure rates for essential utilities are just and reasonable, while enabling utility providers to recover the costs necessary to provide high quality, safe, reliable, and sustainable services. The last rate case filed by Lyn Lee Water Company was based on expenses from 1993. The cost of operating a utility has increased significantly since 1993. Additionally, Global Water has made a significant investment to improve the utility infrastructure.

Some of the investments made into the utility include:

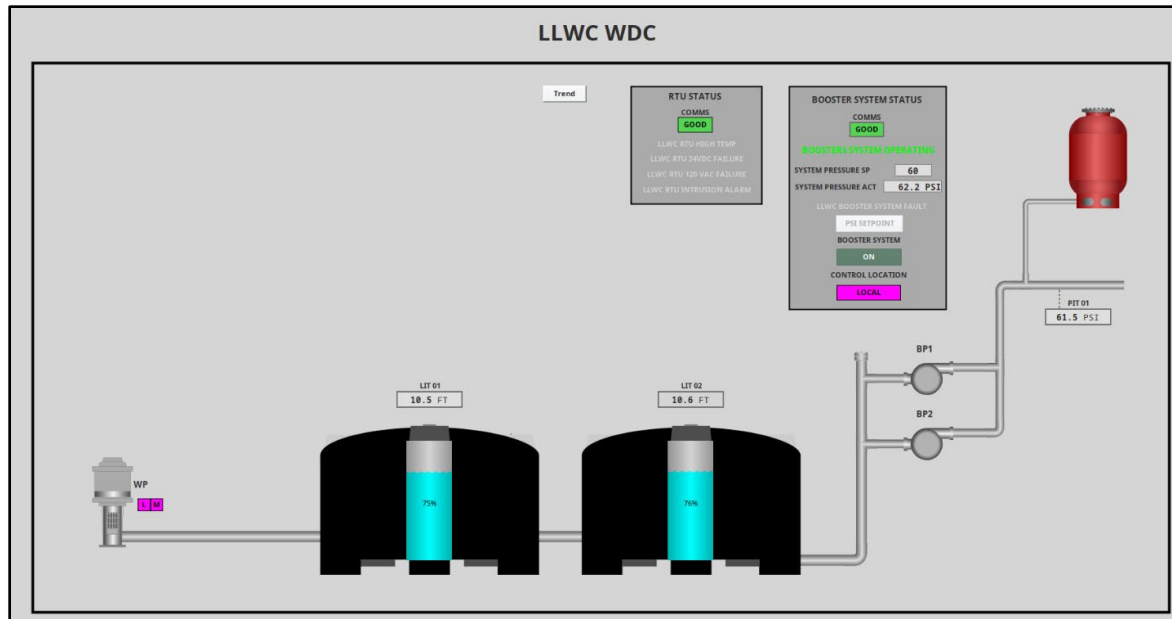
- 1) Built two 10,000-gallon potable water storage tanks and added two potable water distribution pumps.
- 2) Rehabilitated potable water well to ensure the well will be reliable for years to come.
- 3) Global Water implemented a Supervisor Control and Data Acquisition (SCADA) system to provide remote system monitoring and system alarming.
- 4) Global Water implemented a best-in-class asset management program to track asset maintenance.
- 5) Customer water meters were exchanged with accurate meters with usage storage capabilities.



Well Rehabilitation In-Progress



Meter Replacement Project



SCADA Implementation – Remote system monitoring and alarming



New Tanks and Electrical Equipment

Global Water will be holding a virtual town hall on May 10, 2023, at 6:00PM to further discuss the rate case process. To attend please visit

<https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting>

Meeting ID: **223 810 559 989**

Passcode: **VS9byX**

Global Water is committed to keeping our customers informed. During the rate application process, a series of open meetings will be held where customers can provide input. Customers can find answers to frequently asked questions at

<https://www.gwresources.com/globalwaterratecase>.

You may also send questions and comments to ratecase@gwresources.com.