

# 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. Wastewater rates are decreasing. 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](mailto: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](https://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](https://gwresources.com/customer-assistance).

## **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 decrease for Global Water – Red Rock Utilities Company, Inc. Wastewater Division (“Company.”)

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

The recent approval will **decrease** the monthly bill for a typical customer with a 5/8” meter as follows:

	August 1, 2022
Current Bill	90.39
Revised Bill	70.07
Decrease*	-20.31
% Decrease*	-22.5%

\*Decrease relative to current bill.

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

### **TARIFF SCHEDULE**

#### **MONTHLY SERVICE CHARGE**

<b>Meter Size</b>	
5/8 x 3/4 Inch Meter	70.07
3/4 Inch Meter	70.07
1 Inch Meter	175.03
1-1/2 Inch Meter	350.03
2 Inch Meter	560.06
3 Inch Meter	1,120.10
4 Inch Meter	1,750.16
6 Inch Meter	3,503.50
8 Inch Meter	5,605.60

#### **RECLAIMED WATER**

Reclaimed Water, per acre foot	570.33
Reclaimed Water, per 1,000 gallons	1.75

## **SERVICE CHARGES**

Establishment of Service during business hours	35.00
Re-establishment of Service (Within 12 Months)	(a)
Reconnection of Service (Delinquent)	35.00
After Hours Service Charge	50.00
Deposit	(b)
Deposit Interest	(b)
NSF Check	30.00
Late Payment Charge (Per Month)	1.5% & (c)
Deferred Payment (Per Month)	1.5%

(a) Number of Months off System times the monthly minimum per A.A.C. R14-2-603(D).

(b) Per A.A.C. R14-2-603(B)

(c) Per month of unpaid balance.

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. R14-2-608(D)(5).

## **CUSTOMER NOTICE**

### **MERGER**

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