



June 2026

To Our Valued Customers:

We are writing to share an update on the rate review for Global Water – Santa Cruz Water Company, Inc. and Global Water – Palo Verde Utilities Company, Inc. (the “Utilities”). The Utilities’ current rates were set in 2022 using 2019 cost data. Since then, the Utilities have invested significantly in maintaining existing infrastructure and building new infrastructure to continue providing reliable, high-quality service. The cost of providing service has also increased due to inflation.

Following more than fourteen months of in-depth and detailed review by the Arizona Corporation Commission (“ACC”) staff and the Residential Utility Consumer Office (“RUCO”), and after considering customer feedback, we have revised our rate request as shown in the table below.

For a median residential customer using water and wastewater service, the combined monthly change would be \$1.56, or 1.5%. We believe this compares favorably with the approximately 25% increase in inflation since 2019, as measured by the Consumer Price Index (CPI).

Utility	Current Monthly Rate (\$)	Requested Monthly Rate (\$)	Requested Monthly Change (\$)	Requested Monthly Change (%)	Consumer Price Index Increase Since 2019
GW-Santa Cruz Water*	\$35.73	\$38.41	\$2.68	7.0%	25%
GW-Palo Verde Wastewater*	\$68.34	\$67.22	(\$1.12)	-1.7%	25%
Combined Water/Wastewater**	\$104.07	\$105.63	\$1.56	1.5%	25%

* Amounts are based on the median residential customer using 5,500 gallons of water per month.

** Total requested monthly rate for median residential customer, water and wastewater combined; includes temporary bill credit.

ACC Utilities Division staff and RUCO have signed a settlement agreement with the Utilities, in support of these revised rates. There will be a hearing before an Administrative Law Judge (“ALJ”) on the rate request and settlement agreement. The hearing is scheduled to start on August 3, 2026 at 10:00 AM. If customers wish to provide comment, they may do so by attending the hearing in person at 1300 W. Washington Street, Phoenix, AZ 850017; attending the hearing by phone at 1

(877) 309-3457 Passcode 801972877##; or submitting your comments at the following link:
<https://efiling.azcc.gov/online-services/utilities-public-comment-external>.

After the hearing, the ALJ will draft a Recommended Opinion and Order to be considered by the ACC at a future Open Meeting. New rates are currently estimated to take effect in November 2026.

We understand that changes to rates can affect your household budget. In conversations with our Maricopa customers, you have told us that transparency, predictability, and avoiding large rate increases are important. We hear you, and we are committed to keeping you informed about the rate review process and what may be ahead.

At this time, we anticipate filing future rate reviews for GW-Palo Verde (wastewater) in 2027 and GW-Santa Cruz (water) in 2028. By planning ahead and communicating regularly, our goal is to make any needed adjustments more gradual over time and help avoid larger, unexpected increases in the future, while continuing to provide the reliable, high-quality service you count on.

If you would like to learn more about the rate review or have questions, please visit:
<https://www.gwresources.com/2025ratecase>, call 866-940-1102, or email customerservice@gwresources.com.

Sincerely,

Global Water