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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS
LEA MÁRQUEZ PETERSON, Chairwoman
SANDRA D. KENNEDY
JUSTIN OLSON
ANNA TOVAR
JIM O'CONNOR

IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – PALO VERDE UTILITIES COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. SW-20445A-20-0214 **THE GLOBAL WATER UTILITIES' NOTICE OF COMPLIANCE (Customer Assistance Tariff)**
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – RED ROCK UTILITIES COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. SW-20445A-20-0215

ACC - Docket Control - Received 9/26/2022 2:58 PM
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IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – NORTHERN SCOTTSDALE WATER COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. W-03720A-20-0216
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – TURNER RANCHES IRRIGATION, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. W-01677A -20-0217
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER - BALTERRA UTILITIES COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. SW-20403A-20-0218
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – EAGLETAIL WATER COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF	DOCKET NO. W-03936A-20-0219

RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – HASSAYAMPA UTILITIES COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. SW-20422A-20-0220
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – PICACHO COVE UTILITIES COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. SW-20494A-20-0221
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – GREATER TONOPAH WATER COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. W-02450A-20-0222
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – SANTA CRUZ WATER COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND	DOCKET NO. W-20446A-20-0223

REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	
IN THE MATTER OF THE APPLICATION OF GLOBAL WATER – PICACHO COVE WATER COMPANY, INC., AN ARIZONA CORPORATION, FOR THE ESTABLISHMENT OF JUST AND REASONABLE RATES AND CHARGES FOR UTILITY SERVICE DESIGNED TO REALIZE A REASONABLE RATE OF RETURN ON THE FAIR VALUE OF ITS PROPERTY AND FOR CERTAIN RELATED APPROVALS.	DOCKET NO. W-20495A-20-0224

The Global Water Utilities[1] provide this notice of compliance regarding filing of the Customer Assistance Tariff. The Commission required that certain of the Global Water Utilities to file as a compliance item within 60 days of the 2022 Rate Order, "a revised Customer Assistance Tariff consistent with our findings herein for Staff's review and approval". [2022 Rate Order at page 155, lines 2-10]. Accordingly, clean and redline version of the revised Customer Assistance Tariff are attached.

As noted in the Proof of Notice filed in this docket on July 29, 2009, certain of the Global Water Utilities have merged, and the attached tariff reflects those mergers.

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[1] All defined terms have the meanings given in the Glossary attached to the Rate Application. The "Global Water Utilities" are the 11 Applicants in these consolidated dockets.

RESPECTFULLY SUBMITTED this 26th day of September, 2022.

/s/ Timothy J. Sabo

Timothy J. Sabo
Regulatory Counsel

Certificate of Service

Original of the foregoing
eFiled this 26th day of September, 2022 with:

Docket Control
Arizona Corporation Commission
1200 West Washington
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/s/ Timothy J. Sabo

Customer Assistance Tariff

Applicable To:

- Global Water – Palo Verde Utilities Company, Inc. ("GW-Palo Verde");
- Global Water – Santa Cruz Water Company, Inc. ("GW-Santa Cruz");
- Global Water – Greater Tonopah Water Company, Inc., formerly Water Utility of Greater Tonopah, LLC ("GW-Greater Tonopah");
- Global Water – Northern Scottsdale Water Company, Inc., formerly Water Utility of Northern Scottsdale, LLC ("GW-Northern Scottsdale");
- Global Water – Eagletail Water Company, Inc. formerly Eagletail Water Company, L.C. ("GW-Eagletail");
- Global Water—Red Rock Utilities, Inc. ("GW-Red Rock");
- Global Water—Francesca Water Company, Inc. ("GW-Francesca");
- Global Water—Lyn Lee Water Company, Inc. ("GW-Lyn Lee");
- Global Water—Mirabell Water Company, Inc. ("GW-Mirabell");
- Global Water—Tortolita Water Company, Inc. ("GW-Tortolita");
- Global Water – Las Quintas Serenas Water Company, Inc., ("GW-Las Quintas Serenas");
- Global Water – Rincon Water Company, Inc. "(GW-Rincon"); and
- Any other GWRI affiliated utility that files a tariff sheet joining in this tariff.
- These utilities will be collectively referred to as the "Company" or the "Global Water Utilities".

Purpose:

This Customer Assistance Tariff contains the following programs: (1) Low-Income Program; (2) Deployed Service Member Program; (3) Disabled Veteran Program; (4) Furloughed Worker Program; and (5) Medical Hardship Program. Collectively, these five programs are referred to as the "Customer Assistance Programs." The Customer Assistance Programs will be funded as described in this tariff. Funding includes a customer surcharge and a Company Match. The Global Water Utilities are owned by Global Water Resources, Inc. (GWRI).

Funding:

Funding for the Customer Assistance Programs is provided by a combination of:

1. Consumer Surcharge:

$$\frac{\text{\$ 50,000 per year} \div \text{12 months per year}}{\text{Active Connections}} = \text{\$ Surcharge per month, per connection}$$

The Consumer Surcharge will be added to each monthly invoice for all consumers. In the case of GW-Palo Verde and GW-Santa Cruz, a single line item will reflect the combined monthly surcharge on the consolidated invoice. Likewise, GW-Red Rock will have a surcharge for both water and wastewater, and those two surcharges will be combined into a single monthly line item on the consolidated invoice.

2. GWRI: $ 50,000 per year ÷ 12 months per year

The GWRI Match will be provided to Wildfire, formerly known as the Arizona Community Action Association, on a quarterly basis.

Administration:

The program will be administered in accordance with the attached Plan of Administration.

Plan of Administration
Customer Assistance Programs

PURPOSE

The purpose of this plan of administration (the "Plan") is to define the Customer Assistance Programs for the Global Water Utilities and establish the process for funding and distributing the assets of the Customer Assistance Programs. Funding for the Customer Assistance Programs includes a Customer Surcharge and a Company Match.

RULES

Funding the Program

The Arizona Corporation Commission ("ACC") has approved the Customer Assistance Programs which are funded equally by GWRI Shareholders and Global Water Utilities' Customers. The program is capped at $100,000 total annual funding (shareholder and customer funds) across all the Global Water Utilities. Program funding is composed of equal parts consumer-generated funds and Company Match.

Consumer Surcharge

The consumer-generated funds result from a Customer Assistance Programs 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 amount of the monthly Customer Assistance Programs surcharge will be determined in November of each year for the following calendar year and based on the number of active connections as of September 30 of each year. The Company will file notice of the surcharge with the ACC on or before November 30 of each year. The new surcharge will have an effective date of January 1 of the following year.

If there is a balance of more than $150,000 available to fund the Customer Assistance Programs as of September 30 of any year, the Global Water Utilities may suspend the surcharge assessed to each actively billed account and the Company Match for a period of one year by filing notice with the ACC on or before November 30 of the Company's suspension in lieu of the surcharge determination. The surcharge will then be suspended for a period of one year and a new notice of surcharge or continued suspension will be filed with the ACC on or before November 30 of the following year. Any new surcharge will have an effective date of January 1, following the latest November 30 filing.

Company Match

GWRI will contribute $50,000 per year as the Company Match which amount equal to what the Consumer Surcharge is designed to yield on an annual basis. Funding contributed by GWRI will be used to cover the program administrative expenses, and the balance used for approved Customer Assistance Programs distributions. The Company Match will be made quarterly, at an approximate monthly amount of $4,166.67 total across all of the Global Water Utilities.

Disposition of Funds

The Customer Assistance Program surcharge funds will be allocated on a monthly basis into a separate general ledger account. At the end of each calendar month, GWRI will provide an equal match of the surcharge funds, not to exceed $4,166.67 per month. The combined Consumer Surcharge funds and Company Match will be transferred to the program administrator on a quarterly basis, for distribution through qualified Community Action Programs (CAP) to customers that qualify for the Customer Assistance Programs described below.

The Customer Assistance Programs will be reviewed by the ACC during each subsequent rate filing made by Company.

Administration

Wildfire, formerly known as the Arizona Community Action Association, a 501(c) 3 non-profit agency, will be the Program Administrator for the Customer Assistance Programs. Wildfire will coordinate the operations of the Customer Assistance Programs with the Community Action Program (CAP) Agencies that assist low-income customers to benefit qualifying customers of the Global Water Utilities. All funds, less Program Administrator and CAP program administration fees, will be used directly by CAP agencies for bill assistance provided to qualifying Company Customers. The Program Administrator will work closely with the Company to determine the appropriate budgets for each CAP agency. However, the Company, may at its option, appoint a different Program Administrator by filing a notice with the ACC in this docket.

The Program Administrator 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 Program Administrator will provide monthly reporting to the Company 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 Report from the Program Administrator
- Total Consumer Surcharge funds collected
- Total Company Match funds contributed

The annual report will be submitted to the ACC on or before April 30 of each year.

Governance

The Company-appointed Customer Assistance Programs Program Manager will attend the Project Administrator Executive Committee meetings, to ensure fund investment and policy decisions are consistent with the initial intent of the program design.

Customer Assistance Programs

There are five Customer Assistance Programs: (1) Low-Income Program; (2) Deployed Service Member Program; (3) Disabled Veteran Program; (4) Furloughed Worker Program; and (5) Medical Hardship Program.

- Qualifying customers receive a benefit capped at $350/year per customer per utility service.
- A customer that qualifies for more than one program will receive only benefits from one program per year.
- Only residential customers of the Global Water Utilities may qualify for any of the programs.

- The qualifying individual must be a named residential customer on the Global Water Utilities account.
- With respect to documentation that may be necessary to support the customer's qualification for a program, any individual may submit paperwork/supporting documentation to the Program Administrator to assist with the qualification process. (Examples include: family members, friends, medical providers, etc.)
- 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); installation of a back-flow prevention assembly if such assembly is required by tariff of the Global Water Utilities. Assistance funds may be placed as a credit on the customer's account for payment of the current fees or charges or to be applied to future bills.

Low-Income Program

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Global Water 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.) within the last two years from the date the applicant submits a request for assistance; and
2. Have household income equal to or less than 200% of the Federal Poverty Level.

Deployed Service Member Program

This program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. To qualify for the program, a service member must:

1. Be on active duty for any of the armed forces, as defined by 10 U.S.C. § 101(a)(4), and including any member of the Reserves or National Guard called to active duty;
2. Be deployed, on a deployment that is not a "permanent change of station"; and
3. Have a primary residence in the Company's service area.

Each service member's eligibility must be verified based on written orders from the service member's command.

Each service member's continued eligibility must be verified not less than annually.

Disabled Military Veteran Program

To qualify for this program, a person must:

1. Have been on active duty for any of the armed forces, as defined by 10 U.S.C. § 101(a)(4), and including any member of the Reserves or National Guard called to active duty;
2. Have been honorably discharged from the armed forces; and
3. Have a permanent disability rating related to their military duty service, as demonstrated by a medical discharge or other written documentation from the United States Department of Defense or Department of Veteran Affairs.

Furloughed Worker Program

This program is designed as a temporary relief program for customers impacted by temporary lay-offs or furloughs. To qualify for the program, a person must:

1. Have been employed in good standing with an employer;
2. Provide written evidence that the person has been temporarily laid off, subject to recall, or furloughed by an employer (such as a government employee impacted by a "government shutdown").

Medical Hardship Program

This program is designed as a temporary relief program for customers, customers' spouses or customers' qualifying dependents who are facing unexpected medical costs. To qualify for this program, a person must:

1. Be qualified for Social Security Disability Benefits, as evidence by notice from the Social Security Administration;
2. Be qualified for other short-term or long-term disability insurance benefits, as evidenced by a letter from the insurer;
3. Have experienced a hospitalization of more than five days within the last year; or
4. Provide documentation that the customer, the customer's spouse, or a person claimed as a dependent on the customer's federal tax return, is currently on leave under the Family and Medical Leave Act of 1993, as amended 29 U.S.C. §§ 2601 et seq., or has been on such leave within the past year.

The unexpected medical costs may be for the customer, the customer's spouse, or a person claimed as a dependent on the customer's tax return.

Notification

The Global Water Utilities will provide notification to customers about the Customer Assistance Programs through the following:

- GWRI website;
- Emails to customers;
- Messaging on the monthly billing statements at least once annually;
- Customer Service Representatives will recommend the program, based on customer requests for bill assistance.

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
02/12/2020	Revision (006)	Add four new programs	TJS
05/21/2021	Revision (007)	Add four new utilities	TJS
11/16/2021	Revision (008)	Add two new utilities	TJS
09/26/2022	Revision (009)	Changes per Rate Case Order	TJS

Customer Assistance Tariff

Applicable To:

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1. Be on active duty for any of the armed forces, as defined by 10 U.S.C. § 101(a)(4), and including any member of the Reserves or National Guard called to active duty;
2. Be deployed, on a deployment that is not a "permanent change of station"; and
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2. Have been honorably discharged from the armed forces; and
3. Have a permanent disability rating related to their military duty service, as demonstrated by a medical discharge or other written documentation from the United States Department of Defense or Department of Veteran Affairs.

Furloughed Worker Program

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1. Have been employed in good standing with an employer;
2. Provide written evidence that the person has been temporarily laid off, subject to recall, or furloughed by an employer (such as a government employee impacted by a "government shutdown").

Medical Hardship Program

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1. Be qualified for Social Security Disability Benefits, as evidence by notice from the Social Security Administration;
2. Be qualified for other short-term or long-term disability insurance benefits, as evidenced by a letter from the insurer;
3. Have experienced a hospitalization of more than five days within the last year; or
4. Provide documentation that the customer, the customer's spouse, or a person claimed as a dependent on the customer's federal tax return, is currently on leave under the Family and Medical Leave Act of 1993, as amended 29 U.S.C. §§ 2601 et seq., or has been on such leave within the past year.

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