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Rio Verde Water District  
(Name of Service Area)

**GENERAL WATER SERVICE**

**Availability**

Available for all metered residential, commercial, industrial, public authority and other customers served by the Company.

**Schedule of Charges**

| Meter Size  | Basic Service Charge | Tier One                              |                         | Tier Two                              |                         | Tier Three                            |                      |
|---|----------------------|---------------------------------------|-------------------------|---------------------------------------|-------------------------|---------------------------------------|----------------------|
|   |                      | Volumetric Charge (per 1,000 gallons) | First Tier (Gallons)    | Volumetric Charge (per 1,000 gallons) | First Tier (Gallons)    | Volumetric Charge (per 1,000 gallons) | First Tier (Gallons) |
| <b>Residential</b>                                    |                      |                                       |                         |                                       |                         |                                       |                      |
| 3/4-inch  | \$ 12.08             | \$ 1.4100                             | First 3,000 Gallons     | \$ 2.0500                             | 3,001 to 7,000 Gallons  | \$ 2.4700                             | Over 7,000 Gallons   |
| 1-inch  | \$ 18.13             | \$ 1.4100                             | First 3,000 Gallons     | \$ 2.0500                             | 3,001 to 20,000 Gallons | \$ 2.4700                             | Over 20,000 Gallons  |
| 1 1/2-inch  | \$ 60.42             | \$ 2.0500                             | First 80,000 Gallons    | \$ 2.4700                             | Over 80,000 Gallons     |                                       |                      |
| 2-inch  | \$ 96.66             | \$ 2.0500                             | First 130,000 Gallons   | \$ 2.4700                             | Over 130,000 Gallons    |                                       |                      |
| 3-inch  | \$ 193.32            | \$ 2.0500                             | First 270,000 Gallons   | \$ 2.4700                             | Over 270,000 Gallons    |                                       |                      |
| 4-inch  | \$ 302.07            | \$ 2.0500                             | First 420,000 Gallons   | \$ 2.4700                             | Over 420,000 Gallons    |                                       |                      |
| 6-inch  | \$ 604.12            | \$ 2.0500                             | First 840,000 Gallons   | \$ 2.4700                             | Over 840,000 Gallons    |                                       |                      |
| 8-inch  | \$ 966.60            | \$ 2.0500                             | First 1,350,000 Gallons | \$ 2.4700                             | Over 1,350,000 Gallons  |                                       |                      |
| 10-inch   | \$ 1,389.48          | \$ 2.0500                             | First 1,950,000 Gallons | \$ 2.4700                             | Over 1,950,000 Gallons  |                                       |                      |
| 12-inch   | \$ 2,597.73          | \$ 2.0500                             | First 3,800,000 Gallons | \$ 2.4700                             | Over 3,800,000 Gallons  |                                       |                      |
| <b>Commercial / Industrial / Irrigation (Potable)</b> |                      |                                       |                         |                                       |                         |                                       |                      |
| 3/4-inch  | \$ 12.08             | \$ 2.0500                             | First 7,000 Gallons     | \$ 2.4700                             | Over 7,000 Gallons      |                                       |                      |
| 1-inch  | \$ 18.13             | \$ 2.0500                             | First 20,000 Gallons    | \$ 2.4700                             | Over 20,000 Gallons     |                                       |                      |
| 1 1/2-inch  | \$ 60.42             | \$ 2.0500                             | First 80,000 Gallons    | \$ 2.4700                             | Over 80,000 Gallons     |                                       |                      |
| 2-inch  | \$ 96.66             | \$ 2.0500                             | First 130,000 Gallons   | \$ 2.4700                             | Over 130,000 Gallons    |                                       |                      |
| 3-inch  | \$ 193.32            | \$ 2.0500                             | First 270,000 Gallons   | \$ 2.4700                             | Over 270,000 Gallons    |                                       |                      |
| 4-inch  | \$ 302.07            | \$ 2.0500                             | First 420,000 Gallons   | \$ 2.4700                             | Over 420,000 Gallons    |                                       |                      |
| 6-inch  | \$ 604.12            | \$ 2.0500                             | First 840,000 Gallons   | \$ 2.4700                             | Over 840,000 Gallons    |                                       |                      |
| 8-inch  | \$ 966.60            | \$ 2.0500                             | First 1,350,000 Gallons | \$ 2.4700                             | Over 1,350,000 Gallons  |                                       |                      |
| 10-inch   | \$ 1,389.48          | \$ 2.0500                             | First 1,950,000 Gallons | \$ 2.4700                             | Over 1,950,000 Gallons  |                                       |                      |
| 12-inch   | \$ 2,597.73          | \$ 2.0500                             | First 3,800,000 Gallons | \$ 2.4700                             | Over 3,800,000 Gallons  |                                       |                      |
| <b>Construction Water</b>                             |                      |                                       |                         |                                       |                         |                                       |                      |
| 3-inch  | \$ 193.32            | \$ 2.9600                             | All Usage               |                                       |                         |                                       |                      |
| <b>Effluent</b>                                       |                      |                                       |                         |                                       |                         |                                       |                      |
| All Sizes   | \$ -                 | \$ 0.7700                             | All Usage               |                                       |                         |                                       |                      |

A Low Income Assistance Program surcharge will be added to the highest block commodity rate (residential, and commercial customers only), and will change annually in conjunction with the Company's annual reconciliation of actual number of participants and top tier usage volumes.

Low Income Assistance Program details are noted on the Low Income Assistance Program Tariff on Sheets No. 4.0 – 4.1 under the Customer Assistance Program section.

(Continued on Sheet No. 1.1)

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ISSUED BY: Sheryl L. Hubbard, Director, Rates  
2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

Decision No. 79342

**APPROVED FOR FILING**  
**DECISION #:** 79342  
**Effective:** April 1, 2024

Rio Verde Water District  
(Name of Service Area)

**GENERAL WATER SERVICE**

**Terms and Conditions**

Water service provided under this rate schedule is subject to this District's Rules and Regulations applicable to Water Service and may be subject to this District's Service Charges set forth in tariffs in subsections: Customer Assistance Programs, Adjustor Mechanisms, and Miscellaneous Service Charges included in the Company's tariffs on file with the Arizona Corporation Commission.

Water service under this Schedule is for the exclusive use of the Customer and water shall not be resold or provided to others.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use, franchise or other governmental tax, per Commission Rule 14-2-409.D.5.

A 1½% late payment penalty will be applied to account balances not paid within fifteen (15) days after the postmark date of the bill in accordance with Arizona Administrative Code R14-2-310.C.

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Rio Verde Water District  
(Name of Service Area)

**GENERAL WATER SERVICE**

**WHEELED WATER SERVICE**

**Availability**

Available to a customer eligible to receive General Water Service or Irrigation Water Service that has acquired its own sustainable water supply, obtained necessary permits from the Arizona Department of Water Resources, entered into an exchange agreement with Salt River Project or others as may be required, entered into a wheeling agreement with the Company, and taken all other action that is required to allow the Company to legally deliver the Customer's renewable water supply to the Customer from the Company's existing wells.

**Schedule of Charges**

**A. Wheeled Water Rate**

Charges for Wheeled Water Service shall be in accordance with the Company's General Water Service or Irrigation Water Service rate schedule as applicable to the class of customer requesting Wheeled Water Service, except that Wheeled Water Service is not subject to the Sustainable Water Surcharge.

**Terms and Conditions**

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 systems. The Company will maintain a minimum water pressure of 20 p.s.i. and will not guarantee a specific gallon per minute flow rate at any public fire hydrants or fire sprinkler service. In the event service is interrupted, 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.

Service provided under this schedule is subject to the provisions of permits issued by the Arizona Department of Water Resources, requirements imposed by Salt River Project through an exchange agreement and terms of the wheeling agreement between the Company and the Customer.

Service under this rate schedule is subject to this District's Rules and Regulations applicable to Water Service and may be subject to this District's Service Charges set forth in tariffs in subsections: Customer Assistance Programs, Adjustor Mechanisms and Miscellaneous Service Charges included in the Company's tariffs on file with the Arizona Corporation Commission.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use, franchise or other governmental tax, per Commission Rule 14-2-409.D.5.

A 1½% late payment penalty will be applied to account balances not paid within fifteen (15) days after the postmark date of the bill in accordance with Arizona Administrative Code R14-2-310.C.

The Company has adopted the Rules and Regulations established by the Commission as the basis for its operating procedures. A.A.C. R14-2-401 through A.A.C. R14-2-411 will be controlling of the Company's procedures, unless this Tariff or specific Commission Order(s) provide otherwise.

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Rio Verde Water District  
(Name of Service Area)

**NON-POTABLE WATER**

**IRRIGATION WATER SERVICES**

**Availability**

Available to large irrigation water users, including golf courses, home owners' associations and other large users within the water certified area of the Rio Verde Water District where non-potable water facilities of adequate capacity and pressure are adjacent to the premises served.

**Schedule of Charges**

| Meter Size                      | Basic Service Charge | Volumetric Charge (per 1,000 gallons) | Gallons   |
|---------------------------------|----------------------|---------------------------------------|-----------|
| <b>Irrigation (Non-Potable)</b> |                      |                                       |           |
| 5/8-inch & 3/4-inch             | \$ 12.08             | \$ 1.4400                             | All Usage |
| 1-inch                          | \$ 18.13             | \$ 1.4400                             | All Usage |
| 1 1/2-inch                      | \$ 60.42             | \$ 1.4400                             | All Usage |
| 2-inch                          | \$ 96.66             | \$ 1.4400                             | All Usage |
| 3-inch                          | \$ 193.32            | \$ 1.4400                             | All Usage |
| 4-inch                          | \$ 302.07            | \$ 1.4400                             | All Usage |
| 6-inch                          | \$ 604.12            | \$ 1.4400                             | All Usage |
| 8-inch                          | \$ 966.60            | \$ 1.4400                             | All Usage |
| 10-inch                         | \$ 1,389.48          | \$ 1.4400                             | All Usage |
| 12-inch                         | \$ 2,597.73          | \$ 1.4400                             | All Usage |

**Terms and Conditions**

Water service provided under this rate schedule is subject to this District's Rules and Regulations applicable to Water Service and may be subject to this District's Service Charges set forth in tariffs in subsections: Customer Assistance Programs, Adjustor Mechanisms and Miscellaneous Service Charges included in the Company's tariffs on file with the Arizona Corporation Commission.

Water service under this Schedule is for the exclusive use of the Customer and water shall not be resold or provided to others.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use, franchise or other governmental tax, per Commission Rule 14-2-409.D.5.

A 1½% late payment penalty will be applied to account balances not paid within fifteen (15) days after the postmark date of the bill in accordance with Arizona Administrative Code R14-2-310.C.

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Rio Verde Water District  
(Name of Service Area)

**FIRE PROTECTION**

**FIRE SPRINKLER SERVICE**

**Availability**

Available for all customers within any customer class with a fire sprinkler connection separate and distinct from the primary water service line, where facilities of adequate capacity and pressure are adjacent to the premises serviced.

**Schedule of Charges**

| <b>Meter Size</b>     | <b>Basic Service Charge</b><br>***** |
|-----------------------|--------------------------------------|
| <b>Fire Sprinkler</b> |                                      |
| 4-inch or smaller     | \$ 10.00                             |
| 6-inch                | \$ 12.08                             |
| 8-inch                | \$ 19.33                             |
| 10-inch               | \$ 27.79                             |
| Larger than 10-inch   | \$ 51.95                             |

\*\*\*\*\* Charges for Fire Sprinkler Service shall be by connection size. The charge shall be the greater of \$10.00 or 2 percent of the general service rate for a similar size meter.

**Terms and Conditions**

Water service provided under this rate schedule is subject to this District's Rules and Regulations applicable to Water Service and may be subject to this District's Service Charges set forth in tariffs in subsections: Customer Assistance Programs, Adjustor Mechanisms and Miscellaneous Service Charges included in the Company's tariffs on file with the Arizona Corporation Commission.

Water service under this Schedule is for the exclusive use of the Customer and water shall not be resold or provided to others.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use, franchise or other governmental tax, per Commission Rule 14-2-409.D.5.

A 1½% late payment penalty will be applied to account balances not paid within fifteen (15) days after the postmark date of the bill in accordance with Arizona Administrative Code R14-2-310.C.

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**Effective:** April 1, 2024

## **CUSTOMER ASSISTANCE PROGRAMS**

### **LOW INCOME ASSISTANCE PROGRAM TARIFF**

#### **LOW INCOME ASSISTANCE PROGRAM**

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The Program provides assistance to residential customers in the Rio Verde Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the Program.

#### **Availability**

Customers that meet the eligibility requirements shall be enrolled in the Program on a first come, first served basis up to a maximum level of 100 participants in the Rio Verde Water District. Once the Program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:

- Be a resident and residential customer in the Rio Verde Water District;
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person's tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

#### **Low Income Credit**

Those customers that are the primary account holder will receive a monthly credit of \$10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

#### **Low Income Surcharge**

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Rio Verde Water District.

(Continued on Sheet No. 4.1)

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2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

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Rio Verde Water District  
(Name of Service Area)

**CUSTOMER ASSISTANCE PROGRAMS**

**LOW INCOME ASSISTANCE PROGRAM TARIFF (continued)**

Rate per 1,000 gallons

Surcharge added to the highest block volumetric rate \$0.XXXX \*\*

\*\* Rate consists of \$0.XXXX charge per 1,000 gallons of usage to collect the under collection of prior years' surcharge and \$0.XXXX per 1,000 gallons of usage for the collection of current annual Low Income charges.

**Reporting**

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the Program;
- Collections made from all water ratepayers used to fund the Program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period January 1, 2024 through December 31, 2024. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the Program participants. Any over- or under- collection will be trued up with the subsequent year's Program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

**Terms and Conditions**

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this Program.

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2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

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**CUSTOMER ASSISTANCE PROGRAMS**

**DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF**

**DEPLOYED SERVICE MEMBER CREDIT PROGRAM**

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The Program provides relief to service members who are residential customers in the Rio Verde Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

**Availability**

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the Program for the Rio Verde Water District at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this Program, a service member must:

- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard;
- Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

**Deployed Service Member Credit**

For those qualified customers, during a service member's enrollment, the Program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

**Funding**

EPCOR will defer all costs of the Program for recovery in EPCOR's next Rio Verde Water District's general rate case.

(Continued on Sheet No. 4.3)

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2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

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**CUSTOMER ASSISTANCE PROGRAMS**

**DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF (continued)**

**Reporting**

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of Program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the Program; and
- Direct and indirect administration costs associated with the Program.

The first report will be based on the period January 1, 2024 through December 31, 2024. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

**Terms and Conditions**

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary accounts holders, no checks will be issued for excess credits generated by this Program.

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Month Day Year

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Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Rates  
2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

Decision No. 79342

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**CUSTOMER ASSISTANCE PROGRAMS**

**DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF**

**DISABLED MILITARY VETERAN CREDIT PROGRAM**

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The Program provides relief to disabled veterans who are residential customers in the Rio Verde Water District. Details can be found in the Company's Disabled Military Veteran Credit Program's Plan of Administration.

**Availability**

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 disabled veterans may be enrolled in the Program for the Rio Verde Water District at any time. Enrollment in the Program will be determined on a first-come, first-served basis.

To qualify for this Program, a disabled veteran must:

- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service; or
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

**Disabled Military Veteran Credit**

For those qualified customers, the Program will provide a monthly bill credit of \$10.00.

**Funding**

EPCOR will defer all costs of the Program for recovery in EPCOR's Rio Verde Water District's next general rate case.

(Continued on Sheet No. 4.5)

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**CUSTOMER ASSISTANCE PROGRAMS**

**DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF** (continued)

**Reporting**

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of Program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the Program; and
- Direct and indirect administration costs associated with the Program

The first report will be based on the period January 1, 2024 through December 31, 2024. The reporting period for all subsequent year's filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

**Terms and Conditions**

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this Program.

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Rio Verde Water District  
(Name of Service Area)

**ADJUSTOR MECHANISMS**

**SUSTAINABLE WATER SURCHARGE**

The Sustainable Water Surcharge ("SWS") allows the Rio Verde Water District to pass through to its customers the costs related to the purchase and exchange of sustainable water supplies. All charges are calculated and assessed to customers in accordance with the Plan of Administration for the Sustainable Water Surcharge approved in Decision No. 79342 issued on April 18, 2024.

**Availability**

Available to all customer classes within the water certification area of the Rio Verde Water District where facilities of adequate capacity and pressure adjacent to the premises served.

**Surcharge Rate:**

All classes of water customers                      \$0.2791 per thousand gallons sold

**Terms and Conditions**

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use, franchise or other governmental tax, per Commission Rule 14-2-409.D.5.

The Company has adopted the Rules and Regulations established by the Commission as the basis for its operating procedures. A.A.C. R14-2-401 through A.A.C. R14-2-411 will be controlling of Company's procedures, unless this Tariff or specific Commission Order(s) provide otherwise.

ISSUED: May 16, 2024  
Month Day Year

EFFECTIVE: April 1, 2024  
Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Rates  
2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

Decision No. Administratively Approved 78439 and 79342

**APPROVED FOR FILING**

**DECISION #:** 79342

**Effective:** April 1, 2024



Rio Verde Water District  
(Name of Service Area)

**ADJUSTOR MECHANISMS**

**RATE CASE EXPENSE SURCHARGE**

Decision No. 79342 authorized the Company to recover approved rate case expenses over a three year period and collected through a Rate Case Expense Surcharge. This surcharge will terminate once the Rate Case Expenses have been collected.

**Availability**

Available to all customers served in this service area except sales of effluent.

**Surcharge Rate**

Flat Charge    \$0.25 per month per customer

**Terms and Conditions**

The Company will annually file with the Commission, as part of its Annual Report to the Commission's Utility Division, a report indicating the amount of the expense collected through the Rate Case Expense Surcharge and the amount of the Rate Case Expense still outstanding.

This surcharge will appear on each applicable customer bill as a separate line item.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use, franchise or other governmental tax, per Commission Rule 14-2-409.D.5.

The Company has adopted the Rules and Regulation established by the Commission as the basis for its operating procedures. A.A.C. R14-2-401 through A.A.C. R14-2-411 will be controlling of Company's procedures, unless this Tariff or specific Commission Order(s) provide otherwise.

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2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

Decision No. 79342

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Rio Verde Water District  
(Name of Service Area)

**MISCELLANEOUS SERVICE CHARGES**

This District is authorized to charge the following Service Charges:

As provided for in EPCOR Water Arizona Inc.'s Rio Verde Water District's Rules and Regulations, Rule No. 2 (D) the Company will charge the following rates for Water Utility service:

|  |           |
|--|-----------|
| Establishment of Services                              | \$35.00   |
| After Hours Service Charge (at Customer's Request) (b) | \$35.00   |
| Reconnection (Delinquent)                              | \$35.00   |
| Meter Test (If Correct)                                | \$30.00   |
| Meter Re-Read (If Correct)                             | \$25.00   |
| Deposit (a)  | **        |
| Deposit Interest (a)                                   | **        |
| Re-establishment of Service (Within 12 months) (c)     | ***       |
| NSF Check (A)  | \$25.00   |
| Deferred Payment (Per Month)                           | 1.5%      |
| Late Penalty Payment (Per Month)                       | 1.5% **** |
| Moving Meter/Service (at Customer's Request)           | At Cost   |
| Service Line or Meter Upsizing (at Customer's Request) | At Cost   |

(a) \*\* Per A.A.C. R14-2-403(B)

(b) After hours service charge: After regular working hours, Saturdays, Sundays and holidays if at the customer's request or for the customer's convenience.

(c) \*\*\* Monthly minimum times number of months disconnected from the system at the same location where the same customer had ordered a service disconnection within the preceding 12-month period, per A.A.C. R14-2-403(D)

\*\*\*\* 1.5%, per A.A.C. R14-2-409(G)(6)

(A) Company may only charge one NSF Fee when customer is billed for water and sewer service on one bill and when the customer pays their bill with one check.

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. Rule 14-2-409(D)(5).

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2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

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Rio Verde Water District  
(Name of Service Area)

**MISCELLANEOUS SERVICE CHARGES**

**Service Line and Meter Installation Charges**

As required pursuant to R14-2-405 (B), new customers will be required to pay a refundable advance in aid of construction for installation of service line and meter as specified below, except where the refundable advance in aid of construction has been included in a main extension agreement:

Service Line and Meter Installation Charges:

| Meter Size       | Service Line Charge * | Meter Installation Charge * | Total      |
|------------------|-----------------------|-----------------------------|------------|
| 5/8" x 3/4- inch | \$565.00              | \$165.00                    | \$730.00   |
| 3/4- inch        | \$565.00              | \$185.00                    | \$750.00   |
| 1- inch          | \$629.00              | \$220.00                    | \$849.00   |
| 1-1/2 - inch     | \$699.00              | \$325.00                    | \$1,024.00 |
| 2- inch Turbine  | \$1,054.00            | \$385.00                    | \$1,439.00 |
| 2- inch Compound | \$1,054.00            | \$1,050.00                  | \$2,104.00 |
| 3- inch Turbine  | \$1,327.00            | \$1,065.00                  | \$2,392.00 |
| 3- inch Compound | \$1,480.00            | \$1,665.00                  | \$3,145.00 |
| 4- inch Turbine  | \$1,892.00            | \$1,335.00                  | \$3,227.00 |
| 4- inch Compound | \$2,121.00            | \$2,445.00                  | \$4,566.00 |
| 6- inch Turbine  | \$2,807.00            | \$2,665.00                  | \$5,472.00 |
| 6- inch Compound | \$2,959.00            | \$3,700.00                  | \$6,659.00 |
| Over 6"          | At Cost               | At Cost                     | At Cost    |

\* Per A.A.C. R14-2-403(B)(7)

**Terms and Conditions**

An applicant for water service shall pay to the Company, as a refundable advance in aid of construction the full cost to provide the new service line and meter.

All advances and or contributions are to include labor, materials, overheads, and all applicable taxes, including all gross-up taxes for income taxes, if applicable.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use, franchise or other governmental tax, per Commission Rule 14-2-409.D.5.

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2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

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**DECISION #:** 79342  
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Rio Verde Water District  
(Name of Service Area)

**HOOK-UP FEES**

**COMMON FACILITIES HOOK-UP FEE**

**I. Purpose and Applicability**

The purpose of the Common Facilities hook-up fee payable to EPCOR Water Arizona Inc. ("the Company") pursuant to this tariff is to equitably apportion the costs of constructing additional common water facility infrastructure to provide water production, delivery, treatment, 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. The charges are one-time charges and are payable as a condition to the 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 the Company for the installation of water facilities to serve new service connections, and may include developers and/or builders of new residential subdivisions.

"Main Extension Agreement" means any agreement whereby an Applicant, Developer and/or Builder agrees to advance the costs of the installation of water facilities, which may include Common Facilities, to the Company to serve new service connections, or install water facilities to serve new service connections and transfer ownership of such water facilities to the Company, in either case 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."

"Common Facilities" means all wells, storage tanks, production, treatment, booster pumps, pressure tanks, transmission mains and related appurtenances, including engineering and design costs, constructed for the benefit of the entire water system and not for the exclusive use of the Applicant's development.

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

(Continued on Sheet No. 7.1)

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**HOOK-UP FEES**

**COMMON FACILITIES HOOK-UP FEE** (continued)

**III. Common Facilities Water Hook-up Fee**

For each new service connection, the Company shall collect a Common Facilities hook-up fee derived from the following table:

| COMMON FACILITIES HOOK-UP FEE TABLE |             |
|-------------------------------------|-------------|
| Meter Size                          | Total Fee   |
| 5/8" x 3/4"                         | \$1,680.00  |
| 3/4"                                | \$2,520.00  |
| 1"                                  | \$4,200.00  |
| 1-1/2"                              | \$8,400.00  |
| 2"                                  | \$13,440.00 |
| 3"                                  | \$26,880.00 |
| 4"                                  | \$42,000.00 |
| 6" or greater                       | \$84,000.00 |

**IV. Terms and Conditions**

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

(B) Use of Common Facilities Hook-up Fee: Common Facilities hook-up fees may only be used to pay for capital items of Common Facilities, or for repayment of loans obtained for installation of Common Facilities. Common Facilities hook-up fees shall not be used for repairs, maintenance, or operational purposes.

(C) Time of Payment:

1) In the event that the Applicant that will be constructing improvements is required to enter into a Main Extension Agreement, payment of the Common Facilities hook-up fees required hereunder shall be made by the Applicant no later than within 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).

(Continued on Sheet No. 7.2)

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Rio Verde Water District  
(Name of Service Area)

**HOOK-UP FEES**

**COMMON FACILITIES HOOK-UP FEE (continued)**

2) In the event that the Applicant for service is not required to enter into a Main Extension Agreement, the charges hereunder shall be due and payable at the time the meter and service line installation fee is due and payable.

(D) Common Facilities Construction by Developer: The Company and Applicant may agree to construction of Common Facilities necessary to serve a particular development by Applicant which facilities are then conveyed to the Company. In that event, Company shall credit the total cost of such Common Facilities as an offset to the Common Facilities hook-up fees due under this Tariff. If the total cost of the Common Facilities constructed by Applicant and conveyed to Company is less than the applicable Common Facilities hook-up fee due under this Tariff, Applicant shall pay the remaining amount of the Common Facilities hook-up fees owed hereunder. If the total cost of the Common Facilities contributed by Applicant, Developer or Builder and conveyed to Company is more than the applicable Common Facilities hook-up fees under this Tariff, Applicant shall be refunded the difference upon acceptance of the Common Facilities by the Company. The refund may be paid in installments over a period of time pursuant to an agreement between the Company and the developer on a case by case basis. The Company and Applicant may agree to construction of additional facilities that are not Common Facilities, the cost of which shall not be subject to off-set under this paragraph IV.D, but which will be subject to refund under R14-2-406(D).

(E) Failure to Pay Charges; Delinquent Payments: The Company will not be obligated to provide water service to any Applicant or other applicant for service in the event that such Applicant or other applicant for service 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 has not been paid.

(F) Large Subdivision Projects: In the event that the Applicant is engaged in the development of a residential subdivision containing more than 150 lots, and is a party to a Main Extension Agreement with the Company for such development, the Company may, in its discretion, agree to payment of the Common Facilities hook-up fees in installments. Such installments may be based on the residential subdivision 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.

(G) Common Facilities Hook-Up Fees Non-refundable: The amounts collected by the Company pursuant to the Common Facilities hook-up fee tariff shall be non-refundable contributions in aid of construction.

(Continued on Sheet No. 7.3)

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**HOOK-UP FEES**

**COMMON FACILITIES HOOK-UP FEE** (continued)

(H) Common Facilities Hook-up Fee in Addition to On-site Facilities: The Common Facilities hook-up fee shall be in addition to any costs associated with the construction of on-site facilities or other additional facilities under Paragraph IV.D, above, under a Main Extension Agreement.

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

(J) Fire Flow Requirements: In the event the Applicant has fire flow requirements that require additional facilities beyond those facilities whose costs were included in the Common Facilities hook-up fee, and which are contemplated to be constructed using the proceeds of the Common Facilities 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 paying the Common Facilities hook-up fee.

(K) Status Reporting Requirements to the Commission: The Company shall submit a calendar year Common Facilities hook-up fee status report each January 31 to Docket Control beginning January 31, 2025, until the Common Facilities hook-up fee tariff is no longer in effect. This status report shall contain a list of all customers that have paid the Common Facilities hook-up fee tariff, the amount each has paid, the amount of money spent to pay for capital items of Common Facilities, or for repayment of loans obtained for installation of Common Facilities, the amount of interest earned, and a list of all facilities that have been installed with the tariff funds during the 12-month period.

(Continued on Sheet No. 7.4)

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**HOOK-UP FEES**

**COMMON FACILITIES HOOK-UP FEE** (continued)

**V. Large Water Users**

Any development with a projected average daily water demand greater than 1,700 gallons per day per acre is considered to be a Large User. Large Users will be required to provide an additional renewable water supply source to Company to meet the demands of the development that are greater than 1,700 gallons per day per acre. Examples of a renewable water supply source include surface water or a groundwater well with long-term storage credits. The renewable water supply source must be approved by the Company, and must have the appropriately allocated water rights that will be conveyed to the Company. The cost to provide a renewable water supply source to the Company will not be credited as an offset to the Common Facilities Hook-Up Fee because such costs will be due to the exclusive need for additional water by the Large User; however, the cost of that portion of a renewable water supply source that is in excess of the Large User's needs will be credited as an offset to the Common Facilities Hook-Up Fee.

Large Users may be required to enter into an agreement with the Company that will define terms and conditions, and will include fees that will be charged to Large Users for over usage. Fees will incur if Large Users use water in excess of the supply source provided, which will be reviewed by Company on an annual basis. Continued excessive use could result in the Company requiring the Large User to develop and implement a water use reduction plan or, as a last resort, court action.

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Decision No. 79342

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EPCOR Water Arizona Inc.  
(Name of Company)  
(623) 445-2416  
(Water Conservation Phone)

Rio Verde Water District  
(Name of Service Area)

## **BEST MANAGEMENT PRACTICES**

### **Local and/or Regional Messaging Program Tariff – BMP 1.1**

#### **PURPOSE**

A program for the Company to actively participate in a water conservation campaign with local or regional advertising (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 Company 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 Company 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 Company 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.

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## **BEST MANAGEMENT PRACTICES**

### **New Homeowner Landscape Information Tariff – BMP 2.3**

#### **PURPOSE**

A program for the Company to promote the conservation of water by providing a landscape information package for the purpose of educating its new customers about low water use landscaping (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

#### **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. Upon establishment of water service the Company shall offer and make available upon request a free "Homeowner Landscape Packet" to each new customer in the Company's service area. The packet will include at a minimum: a cover letter describing the water conservation expectations for all customers in the Company's service area, applicable rate tariffs, a basic interior/exterior water saving pamphlet, xeriscape landscape information, a list of low water use trees, plants, shrubs, etc., watering guidelines, and a rain water harvesting pamphlet.
2. Upon customer request, the Company shall provide:
  - a. On-site consultations on low water use landscaping and efficient watering practices.
  - b. A summary of water saving options.
3. The Company shall keep a record of the number of packets provided to new customers and make it available to the Commission upon request.

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Rio Verde Water District  
(Name of Service Area)

**BEST MANAGEMENT PRACTICES**

**Residential Audit Program Tariff – BMP 3.1**

**PURPOSE**

A program for the Company to promote water conservation by providing customers with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit 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 Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter. The audit kit shall include but not be limited to information on checking the following components: irrigation system, pool, water features, toilets, faucets and shower.
4. If requested, the Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing high water usage as well as supply customer with information regarding water conservation and landscape watering guidelines. As part of the water audit, and if requested to do so by the customer, the Company shall confirm the accuracy of the customer meter (applicable meter testing fees shall apply).
5. The Company shall keep a record of the following information and make it available to the Commission upon request:
  - a. A description of the water conservation material provided in the kit.
  - b. The number of kits provided to customers.
  - c. Implementation costs of the Residential Audit Program.

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EPCOR Water Arizona Inc.  
(Name of Company)  
(623) 445-2416  
(Water Conservation Phone)

Rio Verde Water District  
(Name of Service Area)

## **BEST MANAGEMENT PRACTICES**

### **Residential Interior Retrofit Program Tariff – BMP 3.4**

#### **PURPOSE**

A program for the Company to promote water conservation by providing residential customers free or low cost plumbing fixtures for their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.4: Residential Interior Retrofit 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 Company or designated representative shall provide to residential customers that request then that live in homes built prior to the adoption of the 1990 Uniform Plumbing Code free or low cost water use fixtures such as faucets, faucet aerators, low flow shower heads, toilets and toilet dams. The Company must offer the fixtures/fixture retrofits to all residential customers meeting the above criteria unless the Company can demonstrate that targeting certain portions of its water service area is likely to yield the highest participation and/or potential water savings.
2. The fixtures or retrofit kit shall include detailed instructions for installing the retrofit fixtures.
3. The Company shall select appropriate communications channels to advertize the program.
4. The Company shall keep a record of the following information and make it available to the Commission upon request:
  - a. A description of the Residential Interior Retrofit Program including a description of the fixtures provided to customers and estimated water savings as a result of Program implementation.
  - b. The number of retrofit fixtures requested by customers and the number of fixtures provided.
  - c. Costs of the Residential Interior Retrofit Program.

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(623) 445-2416  
(Water Conservation Phone)

Rio Verde Water District  
(Name of Service Area)

**BEST MANAGEMENT PRACTICES**

**Customer High Water Use Inquiry Resolution Tariff – BMP 3.6**

**PURPOSE**

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

**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 Company shall handle high water use inquiries as calls are received.
2. Calls shall be taken by a customer service representative who has been trained on typical causes of high water consumption as well as leak detection procedures that customers can perform themselves.
3. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to verify consumption and conduct a leak detection inspection and further assist the customer with water conservation measures.
4. The Company shall follow up on every customer inquiry or complaint and keep a record of inquiries and follow-up activities. The Company shall make this information available to the Commission upon request.

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2355 W. Pinnacle Peak Rd., Phoenix, Arizona 85027

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Rio Verde Water District  
(Name of Service Area)

**BEST MANAGEMENT PRACTICES**

**Customer High Water Use Notification Tariff – BMP 3.7**

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

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 Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption, verify the high consumption, and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of possible high water-consumption occurrences, such as:
  - a. Leaks, running toilets, or valves or flappers that need to be replaced.
  - b. Irrigation system valves or sprinkler heads which may be leaking.
  - c. Sprinklers that may be watering the house, sidewalk, or street, etc. increasing irrigation requirements.
  - d. Leaking pool or spas and possible leaks around pumps.
  - e. More people in the home than usual taking baths and showers.
  - f. Doing more loads of laundry than usual.
  - g. Doing a landscape project or starting a new lawn.
  - h. Washing vehicles more often than usual.

(Continued on Sheet No. 8.6)

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Decision No. 79342

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EPCOR Water Arizona Inc.  
(Name of Company)  
(623) 445-2416  
(Water Conservation Phone)

Rio Verde Water District  
(Name of Service Area)

**BEST MANAGEMENT PRACTICES**

**Customer High Water Use Notification Tariff – BMP 3.7** (continued)

6. The Company shall offer water conservation information that could benefit the customer, such as, but not limited to, audit programs, publications, and rebate programs.
7. The Company shall assist the customer in determining what might be causing the high water usage as well as offer the customer information regarding water conservation and landscape watering guidelines. The Company shall confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees shall apply).
8. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded. The Company shall make this information available to the Commission upon request.

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## **BEST MANAGEMENT PRACTICES**

### **Leak Detection Program Tariff – BMP 4.1**

#### **PURPOSE**

A program for the Company to systematically evaluate its water distribution system to identify and repair leaks (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.1 Leak Detection 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.

On a systematic basis, the Company shall perform leak detection inspections of its distribution system to identify and fix leaks.

This program shall be implemented through a strategy of targeting certain portions of the water service area which will yield the highest potential for water savings first.

1. The Company shall implement a comprehensive leak detection and repair program to attain and maintain a goal of less than 10 percent unaccounted for water loss in its system(s). The program must include auditing procedures, in-field leak detection and repair efforts. The Company shall take whatever practical steps are necessary to ensure that its water system is operating at optimal efficiency.
2. On a systematic basis, at least every two years (annually for smaller systems), the Company shall visually inspect its above ground water distribution system (to include hydrants, valves, tanks, pumps, etc. in the distribution system) to identify and repair leaks. Detection shall be followed by repair or in some cases replacement. Repair vs. replacement will depend upon site-specific leakage rates and costs.
3. Leak Detection efforts should focus on the portion of the distribution system with the greatest expected problems, including:
  - a. areas with a history of excessive leak and break rates;
  - b. areas where leaks and breaks can result in the heaviest property damage;
  - c. areas where system pressure is high;
  - d. areas exposed to stray current and traffic vibration;
  - e. areas near stream crossings; and,
  - f. areas where loads on pipe may exceed design loads.
4. The Company shall keep accurate and detailed records concerning its leak detection and repair/rehabilitation program and the associated costs. Records of repairs shall include: possible causes of leak; estimated amount of water lost; and date of repair. These records shall be made available to the Commission upon request.

(Continues Sheet No. 8.8)

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Rio Verde Water District  
(Name of Service Area)

**BEST MANAGEMENT PRACTICES**

**Leak Detection Program Tariff – BMP 4.1 (Continued)**

5. The Company shall maintain a complete set of updated distribution system maps.
6. The Company shall conduct a water audit annually which includes the following steps to determine how efficient each water system is operating and where the losses might be.
  - a. Use coordinated monthly source and service meter readings to calculate how much water enters and leaves the system during the 12 month review period.
  - b. Track and estimate any unmetered authorized uses.
  - c. Calculate the total amount of leakage using the following formula:  
  
$$\text{Unaccounted for water (\%)} = \frac{[(\text{Production and/or purchased water minus metered use \& estimated authorized un-metered use}) / (\text{Production and/or purchased water})] \times 100\%}{}$$
  - d. Authorized un-metered uses may include firefighting, main flushing, process water for water treatment plants, etc. Water losses include all water that is not identified as authorized metered water use or authorized un-metered use.
  - e. Determine possible reasons for leakage, including physical leaks and unauthorized uses.
  - f. Analyze results to determine the improvements needed, such as, better accounting practices, leak survey or replacing old distribution pipes.
7. The Company shall keep accurate and detailed records concerning its annual water audit results. These records shall be made available to the Commission upon request.

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Rio Verde Water District  
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## **BEST MANAGEMENT PRACTICES**

### **Meter Repair and/or Replacement Tariff – BMP 4.2**

#### **PURPOSE**

A program for the Company 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 Company will replace all 2-inch and smaller in-service water meters at least once every twelve years.
2. The Company will test all meters that have caused a meter reading complaint to be filed with the Arizona Corporation Commission.
3. Meters larger than 2-inch shall be tested 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.
4. The test will be accomplished by one of the following:
  - a. Having the meter pulled and having a Company 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.
  - b. Utilizing equipment to verify that all electronic components are within manufacturer specifications and are operating properly.
5. In addition, meters shall be randomly selected for flow testing utilizing a flow through detector testing meter.
6. All replacement water meters shall register in gallons:
  - a. All new 1-inch and smaller meters that are installed will register usage in 1 gallon increments,
  - b. All new 1-1/2-inch through 4-inch meters that are installed will register in 10 gallon increments, and
  - c. All new 6-inch and larger meters that are installed will register in 100 gallon increments.
7. The Company shall keep records on the number of meters that were replaced and make this information available to the Commission upon request.

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## **BEST MANAGEMENT PRACTICES**

### **Water System Tampering Tariff – BMP 5.2**

#### **PURPOSE**

The purpose of this tariff is to promote the conservation of groundwater by enabling the Company 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 Company's water conservation goals, the Company 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 Company to provide utility service without the Company's authorization or consent; (2) prevents a Company 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 Company; or (4) uses or receives the Company's services without the authorization or consent of the Company and knows or has reason to know of the unlawful diversion, tampering or connection. If the Company's action is successful, the Company 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 Company shall make available to all its customers 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 Company water system and the Company discovers that the customer has taken any of the actions listed in No. 1 above, the Company 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.

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Rio Verde Water District  
(Name of Service Area)

## **BEST MANAGEMENT PRACTICES**

### **Large Landscape Conservation Program Tariff – BMP 6.12**

#### **PURPOSE**

A program for the Company to promote water conservation measures by providing non-residential customers with support and incentives to improve their landscape water use efficiency (Modified Non-Per Capita Conservation Program BMP Category 6: Rebates/Incentives 6.12: Large Landscape Conservation 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. As an incentive to reduce water use for its non-residential customers with landscape watering needs, the Company shall offer to work with the customer or the customer's contracted landscape company to collect and analyze up to 3 years of historical information for their irrigation meters, analyze past consumption patterns and compare usage between years. The Company will analyze past consumption patterns and compare meter size with consumption rates that might suggest meter over-sizing or meter/valve/backflow malfunctions. This analysis shall be presented in both raw data and graphically with recommendations for potential meter resizing when appropriate and identification of high consumption situations and potential malfunctions of landscape watering equipment.
2. No less frequently than every three years, or upon customer request, the Company shall provide its non-residential customers with landscape watering needs, a historical consumption analysis study as described above in item #1 for their respective irrigation meters within the Company's service area.
3. Company service shall be offered using an inverted block rate structure, the interruptible, or effluent tariffs.
4. Upon customer request, the Company shall provide:
  - a. On-site consultations on low water use landscaping and efficient watering practices.
  - b. A summary of water saving options and a month-by-month outdoor water budget.

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**CURTAILMENT TARIFF**

**CURTAILMENT PLAN FOR RIO VERDE WATER DISTRICT**

ADEQ Public Water System No: 07-121

EPCOR Water Arizona 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's 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, or
- 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 or
- c. Company has been notified by a water management entity having authority that Company's water allocation or contract has or will be reduced by up to 20 percent of the full allocation or contract volume.

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.

(Continued on Sheet No. 9.1)

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Rio Verde Water District  
(Name of Service Area)

**CURTAILMENT TARIFF**

**CURTAILMENT PLAN FOR RIO VERDE WATER DISTRICT**

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, or
- 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 or
- c. Company has been notified by a water management entity having authority that Company's water allocation or contract has or will be reduced by up to 50 percent of the full allocation or contract volume.

Restrictions: Under Stage 3, Company shall request the customers to voluntarily employ water conservation measures to reduce daily consumption by approximately 50 percent and use indoor water conservation techniques whenever possible. Company shall inform customers of a mandatory restriction on all outside watering, except for livestock. Failure to comply will result in disconnection. 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 five (5) signs showing the curtailment stage. Signs shall be posted at the well and/or pump sites located within the Rio Verde Water District.
- 3. Company shall notify the Consumer Services Section of the Utilities Division of the Arizona 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.

(Continued on Sheet No. 9.2)

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Rio Verde Water District  
(Name of Service Area)

**CURTAILMENT TARIFF**

**CURTAILMENT PLAN FOR RIO VERDE WATER DISTRICT**

**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, or
- 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
- c. Company has been notified by a water management entity having authority that Company's water allocation or contract has or will be reduced by over 50 percent of the full allocation or contract volume.

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. Beginning with Stage 4, Company shall post at least eight (8) signs showing the curtailment stage. Signs shall be posted at the well and/or pump sites located within the Rio Verde Water District.
- 3. Company shall notify the Consumer Services Section of the Utilities Division of the Arizona Corporation Commission at least 12 hours prior to entering Stage 4.

(Continued on Sheet No. 9.3)

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**CURTAILMENT TARIFF**

**CURTAILMENT PLAN FOR RIO VERDE WATER DISTRICT**

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. Upon a customers' third instance of non-compliance, the Company is authorized to take appropriate steps to prevent future violations, including permanently limiting the amount of water the customer can take from the Company.

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.

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.

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**CROSS-CONNECTION AND/OR BACKFLOW TARIFF**

PURPOSE:

The purpose of this tariff is to protect EPCOR Water Arizona Inc.'s Rio Verde Water District's ("Company") 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. The Company 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, the Company may terminate service or may deny service to a customer who fails to install a backflow-prevention assembly as required by this tariff.
4. The Company 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 backflow-prevention assembly within thirty (30) days, the Company or Commission Staff may suspend this requirement for a reasonable period of time.

(Continued on Sheet No. 10.1)

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Rio Verde Water District  
(Name of Service Area)

**CROSS-CONNECTION AND/OR BACKFLOW TARIFF**

5. Testing shall be in conformance with the requirements of A.A.C. R18-4-215.F. The Company may require the customer to pay to have the backflow-prevention assembly tested as long as the Company does not require an unreasonable number of tests.

6. The customer shall provide the Company 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.

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, the Company 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.

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EPCOR Water Arizona Inc.  
(Name of Company)

Rio Verde Water District  
(Name of Service Area)

**WATER SERVICES TERMINATION AGREEMENT**

**RESERVED**

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**CUSTOMER WATER CONSUMPTION INFORMATION SHARING**

**RESERVED**

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**OTHER**

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