

# HELPFUL INFORMATION ABOUT YOUR WATER SERVICE

## DELIVERING YOUR SERVICE

Providing safe, clean, reliable drinking water is more than connecting a pipe to your home. Keeping your service in top condition, testing water for quality and safety, and ensuring your fire department has water are just part of what goes into delivering your family's water each day.

In January 2022, the Arizona Corporation Commission approved new rates for your water service\*. These new rates are effective February 1, 2022, and more accurately reflect recent costs to provide safe and reliable service.

\*Decision #78439, Docket #WS-01303A-20-0177

As part of this decision, the Agua Fria, Anthem, Chaparral, Havasu, Tubac and Willow Valley districts will gradually be combined as one district – EPCOR's Sonoran water district – with a single set of rates.

See other side for an example of how that looks for the average customer.

## HELPING YOU SAVE

In Arizona, the average home uses 7,000 gallons of water each month. We know every customer is unique – that's why we offer programs that can help.

### CONSERVATION SPECIALISTS

Free resources on [epcor.com](http://epcor.com) and our Conservation Specialists can help you find ways to save.

### LOW INCOME

Customers with household incomes of 200% or less than the Federal poverty guideline can receive \$10 off their monthly water bill.

### DEPLOYED SERVICE MEMBERS

EPCOR waives the monthly water bill for active-duty service members deployed away from their homes and who meet the program's eligibility requirements. Proof of deployment is required.

### DISABLED VETERANS

Veterans disabled through military service can get \$10 off their monthly water bill. Proof such as a Veterans Identification Card, is required.

Visit [epcor.com](http://epcor.com), call 1.800.383.0834 or email [mywater@epcor.com](mailto:mywater@epcor.com) about these resources and more.



## DID YOU KNOW?

Trillions of gallons of water are lost every year to underground water leaks across the country. In a desert climate like Arizona's, where water resources are precious and require careful management and protection, finding and fixing water leaks is more important than ever before.

## SERVICE CHARGES

Establishment or Re-Establishment of Service (c)	\$35
Reconnection of Service (Delinquent)	\$35
Meter Test (If Correct)	\$35
Meter Reread (If Correct)	\$25
NSF Check (d)	\$25
Automated Meter Opt-Outs (e)	
Establishment Fee	\$35
Monthly Manual Read Fees	\$25
Late Charge, Per Month	1.50%
Deferred Payment, Per Month	1.50%
Deposit Requirement (Residential)	(a)
Deposit Requirement (Non-Res, Meter)	(a)
Deposit Interest	(a)
After Hours Service Charge (b)	\$35

(a) Per A.A.C. Rules 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. If customer is also a wastewater customer, the customer will only be charged for water reconnection.

(d) Only one NSF fee can be charged when customers are billed for water and wastewater services on one bill.

(e) The Automated Meter Opt-Out Establishment Fee would apply to any customer, new or existing, that seeks to add this opt-out service to their account. Only one establishment fee will apply to new customers choosing this opt-out service.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales or franchise tax, per A.A.C. Rules 14-2-409 (D)(5).

## SERVICE LINE AND METER INSTALLATION CHARGES

	Service Line	Meter	Total *
5/8" x 3/4" Meter	\$565	\$165	\$730
3/4" Meter	\$565	\$185	\$750
1" Meter	\$629	\$220	\$849
1 - 1/2" Meter	\$699	\$325	\$1,024
2" Turbine Meter	\$1,054	\$385	\$1,439
2" Compound Meter	\$1,054	\$1,050	\$2,104
3" Turbine Meter	\$1,327	\$1,065	\$2,392
3" Compound Meter	\$1,480	\$1,665	\$3,145
4" Turbine Meter	\$1,892	\$1,335	\$3,227
4" Compound Meter	\$2,121	\$2,445	\$4,566
6" Turbine Meter	\$2,807	\$2,665	\$5,472
6" Compound Meter	\$2,959	\$3,700	\$6,659
Over 6" Meter	At Cost	At Cost	At Cost

\* Amount will be adjusted to include the actual cost incurred when boring under or cutting across a road or highway is required.

### Cost per kgal

Rate Case Surcharge — Willow Valley \$0.0139

Rate reviews are long and complex. Beginning February 1, 2022, a line item on your bill will reflect the cost of this most recent rate review. This charge will show on your bill for a three-year period.

The price of buying water supplies and paying for electricity to run the system can change from time to time – up or down. These changes are reflected in the Purchased Water and Power Cost adjustors that you may see on your bill starting in March 2022 and February 2023, respectively.

	Average Gallons/ Month	Previous Bill	AVERAGE BILLS AT NEW RATES		
			Phase 1 Effective 2/1/22	Phase 2 Effective 2/1/23	Phase 3 Effective 2/1/24
Willow Valley	2,616	\$42.68	\$46.61	\$33.61	\$31.15

# RATES FOR SERVICE IN THE WILLOW VALLEY WATER SERVICE AREA

(All Billing Classes)

METER SIZE	TIERS	BASIC SERVICE CHARGE			VOLUMETRIC CHARGE (Per 1,000 Gallons)		
		PHASE 1 <i>(effective 2/1/2022)</i>	PHASE 2 <i>(effective 2/1/2023)</i>	PHASE 3 <i>(effective 2/1/2024)</i>	PHASE 1 <i>(effective 2/1/2022)</i>	PHASE 2 <i>(effective 2/1/2023)</i>	PHASE 3 <i>(effective 2/1/2024)</i>
Residential 5/8" & 5/8" + Residential 5/8" & 5/8" + Residential 5/8" & 5/8" +	First 3,000 gals. 3,001 to 7,000 gals. Over 7,000 gals.	\$34.85	\$25.09	\$23.23	\$4.40 \$6.60 \$7.91	\$3.16 \$4.75 \$5.69	\$2.93 \$4.40 \$5.27
Residential 3/4" Residential 3/4" Residential 3/4"	First 3,000 gals. 3,001 to 7,000 gals. Over 7,000 gals.	\$34.85	\$25.09	\$23.23	\$4.40 \$6.60 \$7.91	\$3.16 \$4.75 \$5.69	\$2.93 \$4.40 \$5.27
Residential 1" Residential 1" Residential 1"	First 3,000 gals. 3,001 to 20,000 gals. Over 20,000 gals.	\$69.69	\$50.18	\$46.46	\$4.40 \$6.60 \$7.91	\$3.16 \$4.75 \$5.69	\$2.93 \$4.40 \$5.27
Residential 1-1/2" Residential 1-1/2"	First 75,000 gals. Over 75,000 gals.	\$174.23	\$125.44	\$116.15	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Residential 2" Residential 2"	First 130,000 gals. Over 130,000 gals.	\$278.76	\$200.71	\$185.84	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Residential 3" Residential 3"	First 275,000 gals. Over 275,000 gals.	\$557.52	\$401.41	\$371.68	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Residential 4" Residential 4"	First 440,000 gals. Over 440,000 gals.	\$836.28	\$602.12	\$557.52	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Residential 6" Residential 6"	First 875,000 gals. Over 875,000 gals.	\$1,742.25	\$1,254.42	\$1,161.50	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Residential 8" Residential 8"	First 1,400,000 gals. Over 1,400,000 gals.	\$2,787.60	\$2,007.07	\$1,858.40	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Commercial 5/8" x 3/4" Commercial 5/8" x 3/4"	First 7,000 gals. Over 7,000 gals.	\$34.85	\$25.09	\$23.23	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Commercial 1" Commercial 1"	First 20,000 gals. Over 20,000 gals.	\$69.69	\$50.18	\$46.46	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
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Industrial 5/8" x 3/4" Industrial 5/8" x 3/4"	First 7,000 gals. Over 7,000 gals.	\$34.85	\$25.09	\$23.23	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 1" Industrial 1"	First 20,000 gals. Over 20,000 gals.	\$69.69	\$50.18	\$46.46	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 1 1/2" Industrial 1 1/2"	First 75,000 gals. Over 75,000 gals.	\$174.23	\$125.44	\$116.15	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 2" Industrial 2"	First 130,000 gals. Over 130,000 gals.	\$278.76	\$200.71	\$185.84	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 3" Industrial 3"	First 275,000 gals. Over 275,000 gals.	\$557.52	\$401.41	\$371.68	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 4" Industrial 4"	First 440,000 gals. Over 440,000 gals.	\$836.28	\$602.12	\$557.52	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 6" Industrial 6"	First 875,000 gals. Over 875,000 gals.	\$1,742.25	\$1,254.42	\$1,161.50	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 8" Industrial 8"	First 1,400,000 gals. Over 1,400,000 gals.	\$2,787.60	\$2,007.07	\$1,858.40	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Private Fire 5/8" x 3/4" Private Fire 1" Private Fire 1 1/2" Private Fire 2" Private Fire 3" Private Fire 4" Private Fire 6" Private Fire 8"	Flat Rate Flat Rate Flat Rate Flat Rate Flat Rate Flat Rate Flat Rate Flat Rate	\$12.00 \$12.00 \$12.00 \$12.00 \$12.00 \$15.00 \$25.00 \$35.00	\$12.00 \$12.00 \$12.00 \$12.00 \$12.00 \$15.00 \$25.00 \$35.00	\$12.00 \$12.00 \$12.00 \$12.00 \$12.00 \$15.00 \$25.00 \$35.00			
Public Hydrant 5/8" x 3/4" Public Hydrant 1" Public Hydrant 1 1/2" Public Hydrant 2" Public Hydrant 3" Public Hydrant 4" Public Hydrant 6" Public Hydrant 8"	All Usage All Usage All Usage All Usage All Usage All Usage All Usage All Usage	\$20.00 \$40.00 \$100.00 \$160.00 \$320.00 \$500.00 \$1,000.00 \$1,600.00	\$20.00 \$40.00 \$100.00 \$160.00 \$320.00 \$500.00 \$1,000.00 \$1,600.00	\$20.00 \$40.00 \$100.00 \$160.00 \$320.00 \$500.00 \$1,000.00 \$1,600.00	\$6.60 \$6.60 \$6.60 \$6.60 \$6.60 \$6.60 \$6.60 \$6.60	\$4.75 \$4.75 \$4.75 \$4.75 \$4.75 \$4.75 \$4.75 \$4.75	\$4.40 \$4.40 \$4.40 \$4.40 \$4.40 \$4.40 \$4.40 \$4.40
Irrigation 1" Irrigation 2" Irrigation 4"	All Usage All Usage All Usage	\$69.69 \$278.76 \$836.28	\$50.18 \$200.71 \$602.12	\$46.46 \$185.84 \$557.52	\$6.60 \$6.60 \$6.60	\$4.75 \$4.75 \$4.75	\$4.40 \$4.40 \$4.40
Irrigation – Raw	All Usage				\$1.09	\$1.09	\$1.09
Residential 10" Residential 10"	First 2,000,000 gals. Over 2,000,000 gals.	\$4,007.18	\$2,885.17	\$2,671.45	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Residential 12" Residential 12"	First 3,500,000 gals. Over 3,500,000 gals.	\$7,491.68	\$5,394.01	\$4,994.45	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Commercial 10" Commercial 10"	First 2,000,000 gals. Over 2,000,000 gals.	\$4,007.18	\$2,885.17	\$2,671.45	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
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Industrial 10" Industrial 10"	First 2,000,000 gals. Over 2,000,000 gals.	\$4,007.18	\$2,885.17	\$2,671.45	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Industrial 12" Industrial 12"	First 3,500,000 gals. Over 3,500,000 gals.	\$7,491.68	\$5,394.01	\$4,994.45	\$6.60 \$7.91	\$4.75 \$5.69	\$4.40 \$5.27
Private Fire 10" Private Fire 12"	Flat Rate Flat Rate	\$55.00 \$75.00	\$55.00 \$75.00	\$55.00 \$75.00			
Public Hydrant 10" Public Hydrant 12"	All Usage All Usage	\$2,300.00 \$4,300.00	\$2,300.00 \$4,300.00	\$2,300.00 \$4,300.00	\$6.60 \$6.60	\$4.75 \$4.75	\$4.40 \$4.40

## PROTECTING YOU. PROTECTING YOUR WATER.

EPCOR is committed to safe, reliable water service and protecting and preserving our most precious natural resource – water. We test your water every day to guarantee its safety and we're focused on making sure every drop is there when you need it for years to come.

## WE'RE HERE 24/7.

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