

CONSOLIDATION, WATER RATES AND WHAT IT MEANS FOR YOU

YOU'RE INVITED

JOIN US TO LEARN MORE

30936-I-0159

EPCOR is a regulated utility, which means that the Arizona Corporation Commission (ACC) decides what rates should be after a long and careful review of the information and costs in a rate case. That process can take a year or more.

Depending on where you live, your water rates were set between four and 22 years ago. Current rates don't reflect how much operating costs have changed or what it costs to maintain, fix and replace the water system serving your home or business.

CONSOLIDATION AND WATER RATES

Consolidation has been debated for decades and inconsistently applied. For example, today some water districts – like Sun City, Agua Fria and Mohave – are consolidated but not physically interconnected.

We're required to file a new water rate case that examines the policy of consolidation, according to a September 2015 decision from the ACC. It was filed August 18, 2017, providing two options based on what it cost to provide your service in 2016:

- Keep the 11 districts the way they are today (status quo)
- Or, bring them all together as one district (consolidation)

We're recommending phasing in consolidation over five years, in line with the ACC's recent wastewater consolidation decision. It also provides a gradual change for all customers.

THE RIGHT SOLUTION

Consolidation is the best long-term solution for everyone, and customers benefit. Under consolidation, all customers pay the same rate for the same service, regardless of where they live.

It's fair and responsible – infrastructure costs can be spread over a larger base of customers, helping to keep your bills lower over the long term.

It's more efficient and consistent – your water service is the same, no matter where you live. One large group of customers, instead of many smaller groups, leads to more efficient operations, customer care and communications.

It's more predictable – all customers benefit from having the same rates, no matter where they live.

It's what customers expect – consolidation is already the norm and it's what customers experience from their municipal, electric, gas and telecommunications service providers.



CUSTOMER ASSISTANCE PROGRAMS

The less water you use, the lower your bill will be. In Arizona, the average home uses 7,000 gallons of water each month. Some people use less, but some people use much more.

We know every customer is unique, and that's why we're requesting programs that can help.



Deployed Service Member

Credit – waives the water bill for active duty men and women away from their homes on temporary deployment



Low Income Assistance

Program – a \$10 monthly credit for all eligible water customers, no matter where they live



Disabled Military Veterans

Credit – a credit of \$10 a month for eligible veterans

INFRASTRUCTURE AND YOUR WATER SERVICE

Aging water infrastructure is a national, trillion-dollar issue. It's also a local issue. To keep your service reliable and your water quality high and safe, we must maintain, fix and replace the wells, pumps, pipes and treatment facilities that bring your water to you. The costs to purchase surface water, and to power the plants and systems that treat and deliver it to you, are also increasing. Over the next decade, EPCOR needs to spend more than \$430 million to keep our water systems operating safely and reliably. A larger customer base can spread these costs out, helping to keep future changes to customers' bills smaller.

The System Improvement Benefit (SIB) mechanism requested in the application also helps customers. This five-year program would see important – and necessary – work to fix or replace nearly \$50 million worth of meters, service lines, mains, valves and fire hydrants. The impact to your bill will be small, just 45 cents each month, on average.

There's a lot more to water than turning on the tap. The best way to manage how this impacts your bill – now and in the future – is to bring all of our water districts together.

QUESTIONS?

We're here 24/7.

1.800.383.0834

ratecasequestions@epcor.com

www.waterconsolidation.com



WHAT'S NEXT?

You're invited to an open house to learn more about water consolidation and this application.

You can attend any of the meetings regardless of where you live.

AGUA FRIA (VERRADO/ RUSSELL RANCH)

Tuesday, March 6 — 6 to 7:30 pm
Palo Verde Energy Education Center
600 N. Verrado Way/Airport Road
Buckeye, AZ 85326

SUN CITY WEST

Wednesday, March 7
1 to 3 pm AND 4 to 6 pm
Sun City West Foundation
14465 R. H. Johnson Blvd.
Sun City West, AZ 85375

ANTHEM

Thursday, March 8 — 6 to 7:30 pm
Anthem Civic Building
3701 W. Anthem Way
Anthem, AZ 85086

NORTHEAST AGUA FRIA

Thursday, March 8 — 6 to 7:30 pm
Corte Bella Social Hall
22135 N. Mission Dr.
Sun City West, AZ 85375

AGUA FRIA

Monday, March 12 — 6 to 7:30 pm
(Dysart Unified School District)
Valley Vista Performing Arts Center
15550 N. Parkview Place
Surprise, AZ 85374

CHAPARRAL

Monday, March 12 — 6 to 7:30 pm
Fountain Hills Community Center
13001 N. La Montana Dr.
Fountain Hills, AZ 85268

PARADISE VALLEY

Tuesday, March 13 — 6 to 7:30 pm
Town Hall Community Room
6401 E. Lincoln Dr.
Paradise Valley, AZ 85253

MOHAVE/NORTH MOHAVE/ WILLOW VALLEY

Wednesday, March 14 — 6 to 7:30 pm
Mohave Community College
(Bullhead City Campus)
3400 Highway 95
Bullhead City, AZ 86442

AGUA FRIA/ SUN CITY GRAND

Thursday, March 15 — 1 to 3 pm
Sun City Grand – Agua Fria Room
17100 W. Clearview Blvd.
Surprise, AZ 85387

HAVASU

Thursday, March 15 — 6 to 7:30 pm
Refuge Golf & Country Club
3275 N. Latrobe Dr.
Lake Havasu, AZ 86404

SUN CITY

Monday, March 19
1 to 3 pm AND 4 to 6 pm
SunDial Auditorium
14801 N. 103rd Ave.
Sun City, AZ 85351

TUBAC

Thursday, March 22 — 6 to 7:30 pm
Tubac Golf Resort & Spa
Geronimo Ballroom,
1 Avenida De Otero Road
Tubac, AZ 85646