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**Willow Valley Water District**  
(Name of Service Area)

**GENERAL WATER RATE**

**Availability**

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

**Schedule of Charges**

Meter Size	Monthly Service Charge	Tier One		Tier Two		Tier Three	
		Commodity Rate (per 1,000 gallons)	First Tier (Gallons)	Commodity Rate (per 1,000 gallons)	Second Tier (Gallons)	Commodity Rate (per 1,000 gallons)	Third Tier (Gallons)
<b>Residential</b>							
5/8-inch & 3/4-inch Low Income*	\$ 16.80	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
5/8-inch & 3/4-inch	\$ 26.80	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
1-inch	\$ 67.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
1 1/2-inch	\$ 134.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
2-inch	\$ 214.40	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
3-inch	\$ 428.80	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
4-inch	\$ 670.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
6-inch	\$ 1,340.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
8-inch	\$ 2,144.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
<b>Commercial/Industrial</b>							
5/8-inch & 3/4-inch	\$ 26.80	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
1-inch	\$ 67.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
1 1/2-inch	\$ 134.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
2-inch	\$ 214.40	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
3-inch	\$ 428.80	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
4-inch	\$ 670.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
6-inch	\$ 1,340.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
8-inch	\$ 2,144.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 15.6829	Over 8,000
<b>Irrigation</b>							
Irrigation Potable 1-inch	\$ 80.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
Irrigation Potable 2-inch	\$ 214.40	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
Irrigation Potable 4-inch	\$ 670.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000

Low Income Surcharge: \$ 1.1669

The surcharge will be added to the highest block commodity rate (residential, apartment, industrial and commercial customers only), and will change upon the Company's annual reconciliation of number of participants and top tier usage.

Low Income Program details are noted in the Terms and Conditions section for General Water Rates

(Continued on Next Page)

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ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates  
2355 W. Pinnacle Peak, Rd., Suite 300, Phoenix, AZ 85027

Decision No. XXXXX

Willow Valley Water District  
(Name of Service Area)

**GENERAL WATER RATE**  
(continued)

**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 Rate Schedule Service Charges and adjutor mechanisms 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 and franchise 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.

Low Income Program- Monthly Low Income Credit of \$10.00 is available in the Willow Valley Water district. Requires the completion of a Low Income Program Application. Program is restricted to the first 100 eligible residential customers on 5/8 x 3/4 inch meters in the Willow Valley Water district. Applicants must swear that he/she has annual income below the threshold. The threshold is below 150% of the federal low income guidelines as periodically revised. Applicant may not be claimed as a dependent on another person's tax return. Applicant must reapply each time moving residences. Refusal or failure to provide acceptable documentation of eligibility, upon request, shall result in removal from the low income program. Rebilling of customers under the otherwise applicable rate schedule may occur for periods of ineligibility previously billed under the low income tariff. Annual income means the value of all money and non-cash benefits available for living expenses, from all sources, both taxable and non-taxable, before deductions, for all people who live with the applicant.

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Decision No. XXXXX

Willow Valley Water District  
(Name of Service Area)

**PRIVATE FIRE PROTECTION AND HYDRANT**

**Availability**

Available for all establishments served by the Company.

**Schedule of Charges**

Meter Size	Monthly Service Charge	Tier One		Tier Two		Tier Three	
		Commodity Rate (per 1,000 gallons)	First Tier (Gallons)	Commodity Rate (per 1,000 gallons)	Second Tier (Gallons)	Commodity Rate (per 1,000 gallons)	Third Tier (Gallons)
<b>Private Fire</b>							
5/8-inch & 3/4-inch	\$ 26.80	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
1-inch	\$ 67.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
1 1/2-inch	\$ 134.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
2-inch	\$ 214.40	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
3-inch	\$ 428.80	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
4-inch	\$ 670.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
6-inch	\$ 1,340.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
8-inch	\$ 2,144.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
<b>Public Hydrant</b>							
5/8-inch & 3/4-inch	\$ 32.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
1-inch	\$ 80.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
1 1/2-inch	\$ 160.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
2-inch	\$ 256.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
3-inch	\$ 512.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
4-inch	\$ 800.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
6-inch	\$ 1,600.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000
8-inch	\$ 2,560.00	\$ 7.5000	First 3,000	\$ 12.7008	3,001 to 8,000	\$ 14.5160	Over 8,000

**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 Rate Schedule Service Charges and adjustor mechanisms 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 and franchise 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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Willow Valley Water District  
(Name of Service Area)

**NON-POTABLE IRRIGATION WATER SERVICE**

**Availability**

Available to large turf and landscape irrigators for use on golf courses, lakes, school grounds, park lands, right of ways, and similar large open spaces. Also available to land developers and their contractors and sub-contractors for use on large construction projects which require significant amounts of dirt moving, grading, trenching or other water intensive construction activities.

**Rate**

	Commodity Rate (per 1,000 gallons)	Commodity Rate (per acre foot)
All Usage	\$ 1.64	N/A

**Special Conditions**

Treated effluent is not available under this tariff. (See wastewater tariffs where applicable.)

Each customer shall be required to enter into a Non-Potable Irrigation Water Service Agreement with the Company prior to establishment of service in accordance with Rule No. 12 of EPCOR Water Arizona, Inc.'s Willow Valley Water District Rules and Regulations.

**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 Rate Schedule Service Charges and adjustor mechanism included in the Company's tariff 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 and franchise tax, per Commission Rule 14-2-409.D.5.

A 1-1/2% 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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Willow Valley Water District  
(Name of Service Area)

**SERVICE CHARGES**

This District is authorized to charge the following Service Charges:

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

Establishment or Re-Establishment of Service (c)	\$35.00
Reconnection of Service (Delinquent)	\$35.00
Meter Test (if Correct)	\$35.00
Meter Reread (If Correct)	\$25.00
NSF Check	\$25.00
Automated Meter Opt Outs	
Establishment Fee	\$35.00
Monthly Manual Read Fee	\$25.00
Late Charge, per month	1.5%
Deferred Payment, per month	1.5%
Deposit Requirements (Residential)	(a)
Deposit Requirements (Non-Residential)	(a)
Deposit Interest	(a)
After Hours Service Charge (b)	\$35.00

(a) Per ACC Rules (R14-2-403.B)

(b) After Hours Service charge: After regular working hours, on Saturdays, Sundays, or 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. In the event that customer is also a wastewater customer the customer will only be charged for water reconnection.

In addition to the collection of regular rates, the utility will collect from its customers a proportionate share of any privilege, sales, use and franchise tax. Per Rule 14-2-409(D)(5).

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Decision No. XXXXX

Willow Valley Water District  
(Name of Service Area)

**SERVICE CHARGES**

(continued)

**Service Line and Meter Installation Charges**

As provided for in EPCOR Water Arizona, Inc.'s Willow Valley Water District Rule No. 4 (B), the Company will charge the customer, as a refundable advance in aid of construction, an amount for each meter and service line as specified below:

Service Line and Meter Installation Charges:

<b>Meter Size</b>	<b>Service Line Charge</b>	<b>Meter Installation Charge</b>
5/8" x 3/4- inch Meter	\$4,000.00	\$165.00
3/4- inch Meter	\$4,000.00	\$185.00
1- inch Meter	\$4,000.00	\$220.00
1-1/2 - inch Meter	\$4,000.00	\$325.00
2- inch Turbine Meter	\$4,000.00	\$385.00
2- inch Compound Meter	\$4,000.00	\$1,050.00
3- inch Turbine Meter	\$4,000.00	\$1,065.00
3- inch Compound Meter	\$4,000.00	\$1,665.00
4- inch Turbine Meter	\$4,000.00	\$1,335.00
4- inch Compound Meter	\$4,000.00	\$2,445.00
6- inch Turbine Meter	\$4,000.00	\$2,665.00
6- inch Compound Meter	\$4,000.00	\$3,700.00
Over 6" Meter	At Cost	At Cost

**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.

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

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.

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Decision No. XXXXX

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

Willow Valley Water District  
(Name of Service Area)

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

Willow Valley Water District  
(Name of Service Area)

**Youth Conservation Education Program Tariff – BMP 2.2**

**PURPOSE**

A program for the Company to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation Education 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 work with schools in its service area to increase students' understanding of water resources and to promote water conservation.
2. The Company shall provide a combination of instructional assistance, education materials, teacher education, classroom presentations, and field trips to water related facilities.
3. The Company shall provide the following teacher resources.
  - a. Offer Project WET (Water Education for Teachers) workshops to teachers twice yearly. In lieu of Project WET the Company may market its Water Conservation Assembly Program to all schools within its service area. The Water Conservation Assembly Program will focus on teaching students about water resources and water conservation. The assembly itself will be an interactive water conservation discussion.
  - b. Provide free resource materials and information upon request.
  - c. Provide in-classroom presentations upon request.
4. The Company shall make available free take home educational materials for elementary school students.
5. The Company shall keep a record of the following information and make it available upon request.
  - a. A description of the youth conservation education process implemented.
  - b. The number of students reached (or an estimate).
  - c. A description of the written water conservation material provided free to students.
  - d. Costs of the Youth Conservation Education Program implementation.

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EPCOR Water Arizona Inc.

(Name of Company)

(623) 445-2416

(Water Conservation Phone)

Willow Valley Water District

(Name of Service Area)

**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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EPCOR Water Arizona Inc.

(Name of Company)

(623) 445-2416

(Water Conservation Phone)

Willow Valley Water District

(Name of Service Area)

**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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2355 W. Pinnacle Peak, Rd., Suite 300, Phoenix, AZ 85027Decision No. XXXXX

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

Willow Valley Water District  
(Name of Service Area)

**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 them that live in homes built prior to the adoption of the 1990 Uniform Plumbing Code free or low cost low 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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EPCOR Water Arizona Inc.

(Name of Company)

(623) 445-2416

(Water Conservation Phone)

Willow Valley Water District

(Name of Service Area)

**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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Willow Valley Water District  
(Name of Service Area)

**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. 6g)

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2355 W. Pinnacle Peak, Rd., Suite 300, Phoenix, AZ 85027

EPCOR Water Arizona Inc.

(Name of Company)

(623) 445-2416

(Water Conservation Phone)

Willow Valley Water District

(Name of Service Area)

**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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EPCOR Water Arizona Inc.

(Name of Company)

(623) 445-2416

(Water Conservation Phone)

Willow Valley Water District

(Name of Service Area)

**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:
  1. areas with a history of excessive leak and break rates;
  2. areas where leaks and breaks can result in the heaviest property damage;
  3. areas where system pressure is high;
  4. areas exposed to stray current and traffic vibration;
  5. areas near stream crossings; and,
  6. areas where loads on pipe may exceed design loads.

(Continued on Sheet No. 6i)

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EPCOR Water Arizona Inc.

(Name of Company)

(623) 445-2416

(Water Conservation Phone)

Willow Valley Water District

(Name of Service Area)

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

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.
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.
- Use coordinated monthly source and service meter readings to calculate how much water enters and leaves the system during the 12 month review period.
  - Track and estimate any unmetered authorized uses.
  - Calculate the total amount of leakage using the following formula:  
  

$$\text{Unaccounted for water (\%)} = \frac{[(\text{Production and/or purchased water minus metered use \& estimated authorized un-metered use}) / (\text{Production and/or purchased water})] \times 100\%}{}$$
  - 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.
  - Determine possible reasons for leakage, including physical leaks and unauthorized uses.
  - 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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EPCOR Water Arizona Inc.

(Name of Company)

(623) 445-2416

(Water Conservation Phone)

Willow Valley Water District

(Name of Service Area)

**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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Willow Valley Water District  
(Name of Service Area)

**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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Decision No. XXXXX

Willow Valley Water Company  
(Name of Service Area)

**CURTAILMENT TARIFF**

**CURTAILMENT PLAN FOR WILLOW VALLEY WATER DISTRICT**  
(Template 063004)

ADEQ Public Water System No: 04-07-099

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 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, and
- 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.

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 next page)

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Decision No. XXXXX

Willow Valley Water Company  
(Name of Service Area)

**CURTAILMENT TARIFF**  
(continued)

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, and
- 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.

Restrictions: Under Stage 3, Company shall request the customers to voluntarily employ water conservation measures to reduce daily consumption by approximately 50 percent. All outside watering should be eliminated, except livestock, and indoor water conservation techniques should be employed whenever possible. 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 Willow Valley Water District.
3. Company shall notify the Consumer Services Section of the Utilities Division of the 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.

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Decision No. XXXXX

Willow Valley Water Company  
(Name of Service Area)

**CURTAILMENT TARIFF**  
(continued)

**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, and
- 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.

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 Willow Valley Water District
3. Company shall notify the Consumer Services Section of the Utilities Division of the Corporation Commission at least 12 hours prior to entering Stage 4.

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Decision No. XXXXX

Willow Valley Water Company  
(Name of Service Area)

**CURTAILMENT TARIFF**  
(Continued)

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.

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.

Proposed

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Decision No. XXXXX

**CROSS-CONNECTION OR BACKFLOW TARIFF**

**PURPOSE:**

The purpose of this tariff is to protect EPCOR Water Arizona, Inc.'s Willow Valley 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.

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Willow Valley Water Company  
(Name of Service Area)

**CROSS-CONNECTION OR BACKFLOW TARIFF**  
(continued)

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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Decision No. XXXXX

**ADJUSTOR MECHANISMS**

PURCHASED WATER ADJUSTOR MECHANISM ("PWAM")

The PWAM allows the Company to pass through purchased water costs incurred by the Company to its customers. Details can be found in the Company's Purchased Water Adjustor Mechanism Plan of Administration.

Applicability

Applicable to all customers served by this service area.

PWAM Surcharge Rate for all Customers:

All usage per 1,000 gallons per month \$ 0.0092 \*

\* Rate consists of \$ 0.0000 per 1,000 gallons of usage to recover the over/under collection of prior years' surcharge and \$ 0.0092 per 1,000 gallons of usage for the collection of current annual purchased water charges.

Terms and Conditions

The Company will annually file with the Commission by March 1 the proposed annual PWAM surcharge for the current calendar year. The filing shall contain a summary of all purchased water costs, total collections from the surcharge, and the updated surcharge amounts. All documentation to support the proposed surcharge will be included.

As part of each annual filing, the Company will perform a reconciliation for the prior reporting period comparing the amounts recovered from / refunded to customers to the amount of increase / decrease in water expenses due to changes in rates for that same period resulting in either an under / (over) recovery. This true-up will be included in the annual calculation.

The annual PWAM surcharge will be calculated based on the historic consumption of the applicable customers from the previous twelve months.

The revised PWAM surcharge will be effective on June 1 of each year.

The PWAM surcharge will appear on each applicable customer's bill as a separate line item.

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

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Decision No. XXXXX

EPCOR Water Arizona, Inc.  
(Name of Company)

Willow Valley Water District  
(Name of Service Area)

**ADJUSTOR MECHANISMS**  
**(continued)**

POWER COST ADJUSTOR MECHANISM ("PCAM")

The PCAM allows the Company to pass through purchase power costs for any gas or electric service provider supplying retail service to the Company to its customers. Details can be found in the Company's Power Cost Adjustor Mechanism Plan of Administration.

Applicability

Applicable to all customers served by this service area.

PCAM Surcharge Rate for all Customers:

All usage per 1,000 gallons per month                      \$ 0.3228 \*

\* Rate consists of \$0.0000 per 1,000 gallons of usage to recover the over/under collection of prior years' surcharge and \$ 0.3228 per 1,000 gallons of usage for the collection of current power charges.

Terms and Conditions

The Company will annually file with the Commission by March 1 the proposed annual PCAM surcharge for the current calendar year. The filing shall contain a summary of all gas and electrical costs, total collections from the surcharge, and the updated surcharge amount. All documentation to support the proposed surcharge will be included.

As part of each annual filing, the Company will perform a reconciliation for the prior reporting period comparing the amounts recovered from/refunded to customers to the amount of increase/decrease in power expenses due to changes in rates for that same period resulting in either an under / (over) recovery. This true-up will be included in the annual calculation.

The annual PCAM surcharge will be calculated based on the historic consumption of the applicable customers from the previous twelve months.

The revised PCAM surcharge will be effective on June 1 of each year.

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

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

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Decision No. XXXXX

EPCOR Water Arizona, Inc.  
(Name of Company)

Willow Valley Water District  
(Name of Service Area)

**ADJUSTOR MECHANISMS**  
**(continued)**

SYSTEM IMPROVEMENT BENEFIT MECHANISM ("SIB")

The SIB provides for recovery of the capital costs (return on investment, income taxes and depreciation expense) associated with distribution system improvement projects listed in SIB Plant Table I that have been verified to be complete, net of associated retirements and placed in service per SIB Table II. Details can be found in the Company's System Improvement Benefit Mechanism Plan of Administration.

Availability  
Applicable to all customers served by this service area.

Schedule of Charges:

Meter Size	SIB Surcharge	SIB Efficiency Credit	NET SIB Surcharge
5/8" x 3/4" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
3/4" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
1" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
1½" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
2" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
3" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
4" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
6" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
8" meter	\$ x.xx	\$ (x.xx)	\$ x.xx
10" meter	\$ x.xx	\$ (x.xx)	\$ x.xx

Terms and Conditions  
Once a SIB is approved in a decision, the Company must file with Docket Control semi-annual status reports.

The annual SIB surcharge will be calculated based on the historic system improvements of the eligible projects from the previous twelve months.

Once a SIB surcharge is implemented the Company must file annually to true-up its SIB Surcharge collections over the preceding twelve months with the SIB Authorized Revenues for that period and establish a surcharge or credit to true up over or under collections. Filings dates for these annual true-ups shall be as established in the Decision.

The SIB surcharge, SIB efficiency credit and net SIB surcharge will all appear as separate line items on each applicable customer bill.

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

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**ADJUSTOR MECHANISMS**  
(continued)

PROPERTY TAX ADJUSTOR MECHANISM ("PTAM")

The PTAM allows the Company to pass through to its customers the increases or decreases in property tax expenses that result from changes to the assessment ratio or property tax rate. Pass through costs will be divided equally between residential and non-residential customer classes to collect the total increase over a 12-month period. Details can be found in the Company's Property Tax Adjustor Mechanism Plan of Administration.

Applicability

Applicable to all customers served by this service area.

PTAM Surcharge Rate for all Customers:

All usage per 1,000 gallons per month                      \$X.XXXX \*

\* Rate consists of \$X.XXXX per 1,000 gallons of usage to recover the over/under collection of prior years' surcharge and \$X.XXXX per 1,000 gallons of usage for the collection of current power charges.

Terms and Conditions

The Company will annually file with the Commission by March 1 the proposed annual PTAM surcharge for the current calendar year. The filing shall detail how the Company's property tax expenses were calculated by parcel by year. These calculations will include full cash value, assessment ratio, and tax rates by parcel. All documentation to support the proposed surcharge will be included.

As part of each annual filing, the Company will perform a reconciliation for the prior reporting period comparing the amounts recovered from/refunded to customers to the amount of increase/decrease in property tax expenses due to changes in rates for that same period resulting in either an under / (over) recovery. This true-up will be included in the annual calculation.

The revised PTAM surcharge will be effective on June 1 of each year.

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

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

ISSUED: MM DD YYYY  
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Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates  
2355 W. Pinnacle Peak, Rd., Suite 300, Phoenix, AZ 85027

**BILLING ADJUSTMENT TARIFF**

**1. PURPOSE**

1.1. To outline EPCOR’s general procedure on adjusting customer water utility bills.

**2. SCOPE**

2.1. This procedure pertains to billing adjustments for accounts with lost meters, stopped meters, and other situations where usage has been identified or service received but not billed (or under billed). Parameters within this procedure do not necessarily apply to situations where customer tampering, theft, or other actions that prevent access to the water meter are involved.

**3. PROCEDURE**

3.1. **Timeframe** – In cases where accounts have been identified as having water usage but have not been billed (or have been under billed), EPCOR will adjust the bill for the period identified not to exceed two years from the point of customer notification or adjustment generation. Customers will be provided the ability to spread their payments for the adjustment amount over the same time period for which the usage occurred. EPCOR will have the option of spreading the payment term beyond the original usage period, depending on the circumstances, with approval from the Customer Service Manager or Customer Service Director.

3.2. **Estimated Usage for Stopped Meters** – Usage for stopped meters will generally be calculated based on historical usage for similar timeframes. If the customer has had changes in their usage pattern based on conservation efforts, economic factors, leak repairs, or changes to the number of occupants, these *may* be considered in adjusting the usage estimate from historical data. There may be cases where the usage is monitored or a period of time after the meter has been replaced to determine the appropriate billing adjustment amount.

3.3. **Meter Accuracy Corrections** – If any meter after testing is found to be more than 3% inaccurate, either fast or slow, proper correction between 3% and the amount of the error shall be made of previous readings and adjusted bills shall be rendered according to the following terms:

3.3.1. For the period of 3 months immediately preceding the removal of such meter from service for test or from the time the meter was in service since last tested, but not exceeding 3 months since the meter shall have been shown to be in error by such test, or

3.3.2. From the date the error occurred, if the date of the cause can be definitely fixed.

3.3.3. No adjustment shall be made by the utility except to the customer last served by the meter tested.

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**BILLING ADJUSTMENT TARIFF**  
**(continued)**

- 3.4. **Managing Large and/or Extended Adjustments** – Bill adjustment amounts over \$2,500 that extend beyond two billing cycles will be reviewed by EPCOR and communication with the customer will be attempted prior to posting the bill to the customer account. Three unsuccessful attempts to contact the customer via the contact means provided on the customer account shall release the bill to the customer's account for posting.
- 3.5. **Customer Appeals** – Customers may appeal adjustment decisions in writing or by contacting a customer care representative the appeal will be escalated to the appropriate party and a determination will be made within 90 days.
- 3.6. **Exceptions** – It is recognized that there may be specific situations or unique circumstances where there is a management decision not to adjust a customer or group of customers.

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Decision No. XXXXX

**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 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.

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Decision No. XXXXX



Willow Valley Water District  
(Name of Service Area)

**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:

<b>COMMON FACILITIES HOOK-UP FEE TABLE</b>				
<b>Meter Size</b>	<b>Size Factor</b>			<b>Total Fee</b>
5/8" x 3/4"	1			\$1,680.00
3/4"	1.5			\$2,520.00
1"	2.5			\$4,200.00
1-1/2"	5			\$8,400.00
2"	8			\$13,440.00
3"	16			\$26,880.00
4"	25			\$42,000.00
6" or larger	50			\$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 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).

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Willow Valley Water District  
(Name of Service Area)

**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 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.

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Willow Valley Water District  
(Name of Service Area)

**COMMON FACILITIES HOOK-UP FEE**

(continued)

(H) Use of Common Facilities Hook-Up Fees Received: All funds collected by the Company as Common Facilities hook-up fees shall be deposited into a separate interest bearing trust account and used solely for the purposes of paying for the costs of the Common Facilities, including repayment of loans obtained for the installation of Common Facilities that will benefit the entire water system.

(I) 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.

(J) 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 in the trust shall be refunded. The manner of the refund shall be determined by the Commission at the time a refund becomes necessary.

(K) 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.

(L) 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 for the prior twelve (12) month period, beginning January 31, 2018, 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 from the account, the amount of interest earned on the tariff account, and a list of all facilities that have been installed with the tariff funds during the 12-month period.

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**COMMON FACILITIES HOOK-UP FEE**

(continued)

**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 Utility 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 Utility, and must have the appropriately allocated water rights that will be conveyed to Utility. The cost to provide a renewable water supply source to Utility 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 Utility 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 Utility on an annual basis. Continued excessive use could result in Utility requiring the Large User to develop and implement a water use reduction plan or, as a last resort, court action.

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