

Providing safe, clean, reliable drinking water is more than connecting a pipe to your home.

Keeping the system 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.



169 Awards for safety, reliability and operational excellence

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GET TO KNOW YOUR RATES

Your rates are based on what it costs to bring water to your home or business at a certain point in time. EPCOR is a regulated utility, which means the Arizona Corporation Commission (ACC) approves rates charged to customers after a long and careful review of the information in a rate review application. That process can take a year or more.

REVIEWING THE VALUE OF YOUR WATER SERVICE

Rates for service in EPCOR's 11 water districts are set by the Arizona Corporation Commission (ACC) and are currently based on the cost of your service in 2016, four years ago. Operating costs have changed since then, and each district's water system — pipes, meters, valves, treatment facilities and more — has needed repairs and replacements to keep water coming to your home.

- **In April 2019, the ACC approved interim rates** to address outdated rates based on costs from a span of anywhere from 4 to 24 years in the past, depending on your district, to provide your water service. **At the same time, the ACC ordered EPCOR to file a new rate review application.** With more current information, based on what it took to provide safe and reliable service in 2019, the ACC would be able to arrive at new, more current, and permanent rates and explore what rates might look like if districts were unified in regional scenarios.



April 1, 2019 – Decision 77147

IT IS FURTHER ORDERED that EPCOR Water Arizona, Inc. shall file a rate case for all of its systems by no later than May 1, 2020" ... "include in the application regional rate consolidation options as an alternative to treating all of the systems as independent."

BRINGING WATER RATES CLOSER TOGETHER

The cost to provide any utility service can vary widely, depending on the system, the type of service, and whether service is for a small or large population or in an urban or more rural area. Water is heavy so it takes a lot of work to move it from the source to your home and a complex system to make sure it is safe and clean for you to use. That's why water delivery systems — the infrastructure that cleans and delivers your water — are double the cost of electricity and three times that of natural gas.

Today, some of EPCOR's water districts are single water systems, like Tubac and Chaparral, while others, like Sun City, Mohave, Agua Fria and Willow Valley, combine multiple unconnected water systems together. The smaller the district, the more vulnerable these customers are to price increases.

Costs can also vary widely based on the systems themselves and can be especially true for older and aging water systems, where pipes break down and interrupt customer service and water — precious in the Arizona desert — is wasted to underground leaks. All of this impacts the cost of water service — today's low costs may be higher tomorrow as systems are repaired and replaced.

PROTECTING CUSTOMERS PROTECTING THEIR WATER

We believe bringing water districts and the cost of water service together is the best long-term solution for everyone, especially customers. **No matter where we live, our water systems and water supplies require constant management and maintenance.**

As time goes on, bigger repairs and replacements are necessary to avoid service failures and losing water to leaks and breaks in the underground system. One district may need more improvements than another district at one time, and at another time it will be reversed. Sometimes many districts need a lot of work all at the same time. In the end, the needs are the same for every water system and customer and will cost more and more to address as time goes on.

THE VALUE OF WATER

Water is the only essential utility service, and one of the most affordable. Most Americans spend more on lattes — \$1,100 a year — than they do on their water service every year. On average, water bills are less than 1% of a consumer's household income.



DID YOU KNOW?

More than 1 trillion gallons of water are lost every year across the country to underground water leaks. In a desert climate like Arizona's, where water resources are precious and require careful management to make sure we have the water we need today and tomorrow, finding and fixing underground water leaks is even more vital.

MAINTAINING AND REPLACING YOUR WATER SYSTEM

Your water system is a network of pipes, pumps, filters, valves and other components that deliver water to your tap, and it needs regular maintenance to keep water flowing to your tap safely and reliably, just like the car you drive every day needs regular maintenance to get you where you need to go.

Eventually, it's time to find a new car. A new car usually costs a lot more than the old one is worth. The same is true for water systems.

When a pipe is placed underground, we know it will only last for so long. When it is no longer in good working condition and must be replaced, replacing it will cost much more than the original pipe — just like replacing your old car with a new one.



YOU'RE INVITED

Join the EPCOR team at a virtual community meeting to learn more.



To join any of the virtual presentations **by phone**, dial **602-753-0140**. You will be asked to enter a webinar ID, which can be found below. To join any virtual presentation using your **computer, tablet or smart phone** use the **link below** or visit epcor.com/virtualcommunitymeetings to participate online.

FRIDAY, FEBRUARY 5

Anthem – 1 pm

Webinar: zoom.us/j/95703754575
Webinar ID: 957 0375 4575

MONDAY, FEBRUARY 8

Tubac – 10-11:30 am

Webinar: zoom.us/j/99241151885
Webinar ID: 992 4115 1885

Chaparral – 1-2:30 pm

Webinar: zoom.us/j/92185630247
Webinar ID: 921 8563 0247

Chaparral – 5:30-7 pm

Webinar: zoom.us/j/95165715142
Webinar ID: 951 6571 5142

TUESDAY, FEBRUARY 9

Chaparral – 10-11:30 am

Webinar: zoom.us/j/92527929829
Webinar ID: 925 2792 9829

Agua Fria – 1-2:30 pm

Webinar: zoom.us/j/94339907521
Webinar ID: 943 3990 7521

Havasu – 5:30-7 pm

Webinar: zoom.us/j/98771951614
Webinar ID: 987 7195 1614

WEDNESDAY, FEBRUARY 10

Mohave, North Mohave and Willow Valley – 10-11:30 am

Webinar: zoom.us/j/94844737506
Webinar ID: 948 4473 7506

Paradise Valley – 1-2:30 pm

Webinar: zoom.us/j/99993395891
Webinar ID: 999 9339 5891

Havasu/Parker (Brooke) – 5:30-7 pm

Webinar: zoom.us/j/96968294616
Webinar ID: 969 6829 4616

THURSDAY, FEBRUARY 11

Sun City – 1-2:30 pm

Webinar: zoom.us/j/94191984029
Webinar ID: 941 9198 4029

Sun City & Sun City West – 5:30-7 pm

Webinar: zoom.us/j/94425390952
Webinar ID: 944 2539 0952

Havasu – 5:30-7 pm

Webinar: zoom.us/j/94425390952
Webinar ID: 944 2539 0952

FRIDAY, FEBRUARY 12

Sun City West – 1-2:30 pm

Webinar: zoom.us/j/94334225378
Webinar ID: 943 3422 5378

MONDAY, FEBRUARY 15

Havasu – 1-2:30 pm

Webinar: zoom.us/j/97782841228
Webinar ID: 977 8284 1228

Anthem – 5:30-7 pm

Webinar: zoom.us/j/92762884280
Webinar ID: 927 6288 4280

TUESDAY, FEBRUARY 16

Closed Caption/All Districts – 10-11:30 am

Webinar: zoom.us/j/92756864824
Webinar ID: 927 5686 4824

Agua Fria – 5:30-7 pm

Webinar: zoom.us/j/95201493099
Webinar ID: 952 0149 3099

THURSDAY, FEBRUARY 18

Sun City & Sun City West – 1-2:30 pm

Webinar: zoom.us/j/92239751205
Webinar ID: 922 3975 1205

Paradise Valley – 5:30-7 pm

Webinar: zoom.us/j/92059828226
Webinar ID: 920 5982 8226

MONDAY, FEBRUARY 22

Spanish – 1-2:30 pm

Webinar: zoom.us/j/95256880691
Webinar ID: 952 5688 0691

Mohave, North Mohave & Willow Valley – 5:30-7 pm

Webinar: zoom.us/j/98981620808
Webinar ID: 989 8162 0808

QUESTIONS?