

EPCOR Water Arizona, Inc.
(Name of Company)

Paradise Valley Water District
(Name of Service Area)

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Rules and Regulations

ACC No. 1 Thru ACC No. 34

APPROVED FOR FILING

DECISION #: 75268

EPCOR Water Arizona Inc.
(Name of Company)

Paradise Valley Water District
(Name of Service Area)

GENERAL METERED SERVICE

APPLICABILITY

Applicable to all water furnished to general metered customers on a metered basis.

TERRITORY

Portions of the City of Scottsdale and the Town of Paradise Valley and vicinity, Maricopa County.

SCHEDULE OF CHARGES:

Meter Size	Monthly Minimum Charge	0 – 5,000 Gallons	5,001 – 15,000 Gallons	15,001–40,000 Gallons	40,001 – 80,000 Gallons	Over 80,000 Gallons
		Commodity Rate (per 1,000 gallons)	Commodity Rate (per 1,000 gallons)	Commodity Rate (per 1,000 gallons)	Commodity Rate (per 1,000 gallons)	Commodity Rate (per 1,000 gallons)
Residential						
5/8 x 3/4-inch* Low Income	\$ 16.19	\$1.0800	\$1.2900	\$2.2700	\$2.8500	\$3.3484
5/8-inch	\$ 26.98	\$1.0800	\$1.2900	\$2.2700	\$2.8500	\$3.3484
¾-inch	\$ 29.68	\$1.0800	\$1.2900	\$2.2700	\$2.8500	\$3.3484
1-inch	\$ 50.90	\$1.0800	\$1.2900	\$2.2700	\$2.8500	\$3.3484
1-½-inch	\$ 91.63	\$1.0800	\$1.2900	\$2.2700	\$2.8500	\$3.3484
2-inch	\$142.53	\$1.0800	\$1.2900	\$2.2700	\$2.8500	\$3.3484
Residential						
		Tier One		Tier Two		
		Commodity Rate (per 1,000 gallons)	First Tier (gallons)	Commodity Rate (per 1,000 gallons)	Second Tier (gallons)	
3-inch	\$ 300.21	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
4-inch	\$ 469.33	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
6-inch	\$ 941.16	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
8-inch	\$ 2,271.94	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
10-inch	\$ 3,266.74	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
12-inch	\$ 6,106.41	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
Commercial / Industrial						
		Tier One		Tier Two		
		Commodity Rate (per 1,000 gallons)	First Tier (gallons)	Commodity Rate (per 1,000 gallons)	Second Tier (gallons)	
5/8 x 3/4-inch	\$ 26.98	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
¾-inch	\$ 29.68	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
1-inch	\$ 50.90	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
1-½-inch	\$ 91.63	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
2-inch	\$ 142.53	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
3-inch	\$ 300.21	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
4-inch	\$ 469.33	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
6-inch	\$ 941.16	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
8-inch	\$ 2,271.94	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
10-inch	\$ 3,266.74	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	
12-inch	\$ 6,106.41	\$2.0100	0 - 400,000	\$2.4084	Over 400,000	

Low Income Surcharge*: \$0.0084

The surcharge will be added to the highest block commodity rate (residential, apartment, individual 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 Metered Service.

(continued)

ISSUED: September 15, 2015 EFFECTIVE: September 1, 2015
Month Day Year Month Day Year

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

Decision No. 75268

APPROVED FOR FILING

DECISION # 75268

EPCOR Water Arizona, Inc.
(Name of Company)

Paradise Valley Water District
(Name of Service Area)

GENERAL METERED SERVICE

TERMS AND CONDITIONS:

1. Commercial customers are defined to be all non-residential general metered customers who do not fit into the definitions of Turf, Resale, or Paradise Valley Country Club customers.
2. Turf customers are defined as those customers who own or operate a turf-related facility, subject to a water allotment established by the Arizona Department of Water Resources.
3. Resale customers are defined as those customers who purchase water for distribution and sale to other persons.
4. In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any privilege, sales or use tax or other imposition or fee levied upon the utility service furnished by the Company.
5. A 1-1/2% late payment penalty charge will be applied to account balances not paid within 30 days after the postmark date of the bill.
6. Low Income Program – Monthly Low Income Credit of \$10.79 is available in the Paradise Valley Water district bringing the basic service charge down from \$26.98 to \$16.19. Requires the completion of a Low Income Program Application. Program is restricted to the first 1,000 eligible residential customers on 5/8 x 3/4 inch meters in the Paradise 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.

ISSUED: September 15, 2015
Month Day Year

EFFECTIVE: September 1, 2015
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ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates

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

Decision No. 75268

APPROVED FOR FILING

DECISION #: 75268

EPCOR Water Arizona, Inc.
(Name of Company)

Paradise Valley Water District
(Name of Service Area)

PRIVATE FIRE PROTECTION SERVICE

APPLICABILITY

Applicable to all water service rendered for privately owned fire protection systems.

TERRITORY

Portions of the City of Scottsdale and the Town of Paradise Valley, and vicinity, Maricopa County.

MONTHLY SERVICE CHARGE FOR FIRE SPRINKLER

\$10.00 per month.

SPECIAL CONDITIONS

1. The fire protection service and connection shall be installed by the Utility or under the Utility's direction. The cost of the entire installation excluding the connection at the main shall be paid for by the applicant. Such payment shall not be subject to refund.
2. The installation housing, the detector type check valve and meter and appurtenances thereto shall be in a location mutually agreeable to the applicant and the Utility. Normally such installation shall be located on the premises of the applicant, adjacent to the property line. The expense of maintaining the fire protection facilities on the applicant's premises (including the vault, meter detector type check valves, backflow device and appurtenances) shall be paid for the by applicant.
3. All facilities paid for by the applicant shall be the sole property of the applicant. The Utility and its duly authorized agents shall have the right to ingress to and to egress from the premises for all purposes relating to said facilities.
4. The minimum diameter will be four inches, and the maximum diameter will be the diameter of the main to which service is connected.

(continued)

ISSUED: September 15, 2015
Month Day Year

EFFECTIVE: September 1, 2015
Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates

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

Decision No. 75268

APPROVED FOR FILING

DECISION #: 75268

Paradise Valley Water District
(Name of Service Area)

CAP EXPENSE RECOVERY SURCHARGE

APPLICABILITY

Applicable to all customers of Paradise Valley Water District.

TERRITORY

Portions of the City of Scottsdale and the Town of Paradise Valley, and vicinity, Maricopa County.

RATES

Surcharge Rate:

Per Customer

For all customers..... \$ 0.97 per year

SPECIAL CONDITIONS:

1. The Company is authorized to recover \$118,436.00 over twenty-five years (ending 2020) via a once a year surcharge applicable to all customer billings in January of each year.
2. The surcharge amount per customer is based on customers of record as of December 1, of each year.
3. The Company had 4,880 customers as of December 1, 2014.
4. The surcharge will appear on each customer bill as a separate charge

ISSUED: January 31, 2015 EFFECTIVE: March 31, 2015
Month Day Year Month Day Year

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

EPCOR Water Arizona, Inc.
(Name of Company)

3rd Revised SHEET NO. 5.
Cancelling 2nd Revised SHEET NO. 5.

Paradise Valley Water District
(Name of Service Area)

RESERVED

Pending ACC Approval

ISSUED: _____
Month Day Year

EFFECTIVE: _____
Month Day Year

ISSUED BY: _____

Decision No. _____.

EPCOR Water Arizona, Inc.
(Name of Company)

3rd Revised SHEET NO. 6.
Cancelling 2nd Revised SHEET NO. 6.

Paradise Valley Water District
(Name of Service Area)

RESERVED

Pending ACC Approval

ISSUED: _____
Month Day Year

EFFECTIVE: _____
Month Day Year

ISSUED BY: _____

Decision No. _____.

EPCOR Water Arizona, Inc.
(Name of Company)

Original SHEET NO. 7.
SHEET NO. .

Paradise Valley Water District
(Name of Service Area)

RESERVED

Pending ACC Approval

ISSUED: _____
Month Day Year

EFFECTIVE: _____
Month Day Year

ISSUED BY: _____

Decision No. _____.

EPCOR Water Arizona, Inc.
(Name of Company)

Paradise Valley Water District
(Name of Service Area)

SERVICE CHARGES

APPLICABILITY

Applicable to all establishment, re-establishment and reconnection charges, meter testing fees, non-sufficient fund checks, re-reading meters, deposit and deposit interest and deferred payments.

Establishment or Re-establishment of Service	\$35.00
Reconnection of Service (Delinquent)	\$35.00
Meter Test (If Correct)	\$35.00
Meter Reread (If Correct)	\$25.00
Deposit Requirement (Residential)	(a)
Deposit Requirement (non-res. Meter)	(a)
Deposit Interest	(a)
NSF Check	\$25.00
Deferred Payment, Per Month	1.5%
Late Charge, Per Month	1.5%
After Hours Service Charge (b)	\$35.00

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

(b) After Hours Service: After regular working hours, on Saturdays, Sundays or holidays if the customer's request.

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).

ISSUED: September 15, 2015
 Month Day Year

EFFECTIVE: September 1, 2015
 Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates

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

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DECISION #: 75268

Decision No. 75268

EPCOR Water Arizona, Inc.
(Name of Company)

5th Revised SHEET NO. 8a.
Cancelling 4th Revised SHEET NO. 8a.

Paradise Valley Water District
(Name of Service Area)

RESERVED

Pending ACC Approval

ISSUED: _____
Month Day Year

EFFECTIVE: _____
Month Day Year

ISSUED BY: _____

Decision No. _____.

EPCOR Water Arizona, Inc
(Name of Company)

Paradise Valley Water District
(Name of Service Area)

SERVICE LINE & METER INSTALLATION CHARGES

APPLICABILITY

Applicable to all new service line and meter installations.

TERRITORY

Portions of the City of Scottsdale and the Town of Paradise Valley and vicinity, Maricopa County.

RATES

Prior to installing new services the customer shall pay the Company a service installation charge in accordance with the following schedule.

<u>Meter and Service Line</u>	<u>Service Line</u>	<u>Meter Installation</u>	<u>Total Charge</u>
<u>Installation Charges</u>	<u>Charge</u>	<u>Charge</u>	
5/8" x 3/4" Meter	\$445.00	\$155.00	\$600.00
3/4" Meter	\$445.00	\$255.00	\$700.00
1" Meter	\$495.00	\$315.00	\$810.00
1 1/2" Meter	\$550.00	\$525.00	\$1,075.00
2" Meter	\$830.00	\$1,045.00	\$1,875.00
3" Meter	Cost	Cost	Cost
4" Meter	Cost	Cost	Cost
6" Turbine Meter	Cost	Cost	Cost
6: or Larger	Cost	Cost	Cost

CONDITIONS

1. An applicant for service shall be responsible for the cost of installing all customer piping up to the meter.
2. The above total charge is refundable to the applicant by an annual credit of one-tenth of the amount received, said credit to be applied upon the water bill rendered in November of each year until fully paid, for each service and meter for which the advance was made, and said credit to commence the month of November for all such advances received during the preceding year.
3. In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any privilege, sales or use tax or other imposition or fee levied upon the utility service furnished by the Company.
4. 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.

ISSUED: September 15, 2015
Month Day Year

EFFECTIVE: September 1, 2015
Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates

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

Decision No. 75268

APPROVED FOR FILING

DECISION #: 75268

Paradise Valley Water District
(Name of Service Area)

CURTAILMENT PLAN FOR PARADISE 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)

ISSUED: October 24, 2007
Month Day Year

EFFECTIVE: October 24, 2007
Month Day Year

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

Paradise Valley Water District
(Name of Service Area)

CURTAILMENT TARIFF

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 two (2) signs showing the curtailment stage. Signs shall be posted at the well and/or pump sites located within the Paradise 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.

(continued on next page)

ISSUED: October 24, 2007
Month Day Year

EFFECTIVE: October 24, 2007
Month Day Year

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

Paradise Valley Water District
(Name of Service Area)

CURTAILMENT TARIFF

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 three (3) signs showing the curtailment stage. Signs shall be posted at the well and/or pump sites located within the Paradise 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.

(continued on next page)

ISSUED: October 24, 2007
Month Day Year

EFFECTIVE: October 24, 2007
Month Day Year

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

Paradise Valley Water District
(Name of Service Area)

CURTAILMENT TARIFF

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.

Pending ACC Approval

ISSUED: October 24, 2007
Month Day Year

EFFECTIVE: October 24, 2007
Month Day Year

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

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 advertizing.
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.

ISSUED: February 21, 2012
Month Day Year

EFFECTIVE: January 20, 2012
Month Day Year

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

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.

ISSUED: February 21, 2012
Month Day Year

EFFECTIVE: January 20, 2012
Month Day Year

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

EPCOR Water Arizona, Inc.
(Name of Company)

Original SHEET NO. 12b.
SHEET NO. _____

(623) 445-2416
(Water Conservation Phone)

Paradise 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.

ISSUED: February 21, 2012
Month Day Year

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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

Decision No. 72741

EPCOR Water Arizona, Inc.
(Name of Company)

Original SHEET NO. 12c.
SHEET NO. _____

(623) 445-2416
(Water Conservation Phone)

Paradise Valley Water District
(Name of Service Area)

Xeriscape Demonstration Garden Tariff – BMP 2.4

PURPOSE

A program for the Company to install and maintain a water efficient demonstration garden for the purpose of educating its customer base on low water-use landscaping (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.4: Xeriscape Demonstration Garden).

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 design, construct and maintain a demonstration garden that shall include a large variety of low water use and native plants, shrubs and shade trees.
2. The demonstration garden shall include a walkway throughout the site and include interpretive signage and literature about low water use plants and water efficient landscape techniques.
3. The demonstration garden shall be open, free of charge, to the public during normal business hours and every Saturday of each month.
4. Maps providing driving directions to the demonstration garden shall be available at the Company office, on the Company web-site, and the Company shall notify each customer through bill inserts or text messages of the demonstration garden.
5. The Company shall work with the schools, including the universities, to continually upgrade the site with additional technologies and techniques.

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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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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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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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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. 12h)

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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 fifteen 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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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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