

TARIFF SCHEDULE

ARIZONA WATER COMPANY

Phoenix, Arizona

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Title: President

Date of Original Filing: To Be Determined

System: Navajo (Lakeside, Overgaard), Pinal Valley (Casa Grande, Coolidge, Stanfield), Superstition (Apache Junction, Superior, Miami), Verde Valley (Sedona, Pinewood, Rimrock)

A.C.C. No.: 534

Cancelling A.C.C. No.: None

Tariff or Schedule No.: BMP-3.7

Filed: August 7, 2012

Effective: May 1, 2013

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE:

The Company will 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 will 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 will identify customers with high consumption and investigate each instance to determine the possible cause.
3. The Company will contact the high water use customers via telephone, email, by mail or in person. The Company will 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 will 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 at least the following possible high water consumption occurrences:
 - 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 which may be watering the house, sidewalk, or street, etc.
 - d. Leaking pools or spas and possible leaks around pumps.

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6. In the notification, the customer will also be reminded of at least the following ordinary life events that can cause a spike in water usage:
 - a. More people in the home than usual taking baths and showers.
 - b. Doing more loads of laundry than usual.
 - c. Doing a landscape project or starting a new lawn.
 - d. Washing vehicles more often than usual.
7. The Company will make available water conservation information that could benefit the customer, such as, but not limited to, audit programs and publications.
8. Upon request, the Company will assist the customer in a self-water audit and 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. As part of the water audit the Company will confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees will apply).
9. 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 will be recorded. The Company will make this information available to the Commission upon request.