

ORIGINAL

TARIFF SCHEDULE

ARIZONA WATER COMPANY

Phoenix, Arizona

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: Cochise (Bisbee, Sierra Vista), Navajo (Lakeside, Overgaard), Pinal Valley (Casa Grande, Coolidge, Stanfield), Superstition (Apache Junction, Superior, Miami), Verde Valley (Sedona, Pinewood, Rimrock), San Manuel, Oracle and White Tank

A.C.C. No.: 535

Cancelling A.C.C. No.: None

Tariff or Schedule No.: BMP-3.8

Filed: August 7, 2012

Effective: May 1, 2013

Water Waste Investigations and Information Tariff – BMP 3.8

PURPOSE:

The Company will assist customers with water waste complaints and provide customers with information designed to improve water use efficiency (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.8: Water Waste Investigations and Information).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission specifically R14-2-403 and R14-2-410 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 handle water waste complaints as calls are received.
2. Calls will be taken by a customer service representative who has been trained to determine the type of water waste and to determine if it may be attributed to a leak or broken water line.
3. The Company will follow up on every water waste complaint.
4. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician will be sent to investigate further and notify the responsible party of the waste and offer assistance and information to prevent water waste in the future.
5. Depending on the circumstances of the violation a letter of enforcement and a copy of this tariff may be issued to customers with water running beyond the curb and/or off the customer's property due to such things as, but not limited to, broken sprinkler heads and over watering of lawns beyond the saturation point.
6. The same procedures outlined above in item #4 will be followed in the event of a second violation. Termination of service may result in the event of a third violation within a 12 month period. In the event of a third violation the customer's service may be terminated per Arizona Administrative Code R14-2-

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WATER WASTE INVESTIGATIONS AND INFORMATION TARIFF - continued

BMP 3.8

410C, R14-2-410D and R14-2-410E (applicable service reconnection fees will apply).

7. The Company will record each account and each instance noted for water waste, the action taken and any follow-up activities.
8. Compliance with the provisions of this tariff will be a condition of service.
9. The Company will provide to the customer a complete copy of this tariff and all attachments upon request.
10. If a customer believes he or 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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