

Avra Water Co-op, Inc.
TARIFF SCHEDULE OF RATES AND CHARGES FOR SERVICE

Approved by the Arizona Corporation Commission in Decision No.
 Rates and charges herein effective for all service provided on and after:

73657
 February 1, 2013

MONTHLY USAGE CHARGES

ORIGINAL

5/8" x 3/4" Meter	\$28.29
5/8" x 3/4" Meter - 2 family	42.44
5/8" x 3/4" Meter - 3 family	56.58
3/4" Meter	42.44
3/4" Meter - 7 family	169.76
1" Meter	70.73
1 - 1/2" Meter	141.46
2" Meter	226.34
3" Meter	452.69
4" Meter	707.32
6" Meter	1,414.65

COMMODITY CHARGES

5/8" x 3/4" Meter and 3/4" Meter (All)	
0 to 7,500 gallons	\$2.50
7,501 to 15,000 gallons	\$3.06
Over 15,000 gallons	\$3.66
1" Meter (Residential/Commercial)	
0 to 22,500 gallons	\$3.06
Over 22,500 gallons	\$3.66
1 - 1/2" Meter (Residential/Commercial)	
0 to 45,000 gallons	\$3.06
Over 45,000 gallons	\$3.66
2" Meter (Residential/Commercial)	
0 to 72,000 gallons	\$3.06
Over 72,000 gallons	\$3.66
3" Meter (Residential/Commercial)	
0 to 144,000 gallons	\$3.06
Over 144,000 gallons	\$3.66
4" Meter (Residential/Commercial)	
0 to 450,000 gallons	\$3.06
Over 450,000 gallons	\$3.66
6" Meter (Residential/Commercial)	
0 to 720,000 gallons	\$3.06
Over 720,000 gallons	\$3.66
Construction/Standpipe	
All Usage	\$4.00

SERVICE CHARGES

Establishment	\$25.00
Reconnection (Delinquent)	35.00
Service Charge - after hours at customer request	50.00
Meter Test- Remove & test meter (Customer request, if correct)	40.00
Deposit	(a)

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SERVICE CHARGES CONTINUED

Deposit Interest	6.00%
Reestablishment (Within 12 Months)	(b)
NSF Check	25.00
Deferred Payment	1.50%
Late Charge, per month	(c)
Water line crossing paved road	(d)
Charges for emergency services not caused by Company	Cost
Line Extension Agreement	Cost
Sprinkler Rate	(e)
Master Metering	(f)
Meter installation tampering (cutting lock or angle meter stops)	Cost

- (a) Per A.A.C. 14-2-403.B
- (b) Per A.A.C. 14-2-403.D Monthly minimum times the number of months off system.
- (c) Greater of \$5.00 or 1.5% of unpaid balance.
- (d) Customer expense to be done by contractor with no responsibility to the Co-op.
- (e) 1% of monthly minimum for a comparable meter connection but no less than \$7.00 per month.
- (f) Multiple dwellings on one meter. All dwellings beyond direct connection which cross property lines, will be charged 100% of monthly minimum, and/or are required to have their own meter. If meter services more than one dwelling on property, second and each additional connection each pay 50% of monthly minimum for the size meter. Responsibility for payment remains with the master meter customer.

SERVICE LINE AND METER INSTALLATION CHARGES

(Refundable pursuant to A.A.C. R14-2-405)

		Service		
		Line	Meter	Total
		<u>Charges</u>	<u>Charges</u>	<u>Charges</u>
5/8" x	3/4" Meter	\$290.00	\$120.00	\$410.00
	3/4" Meter	290.00	165.00	455.00
	1" Meter	315.00	205.00	520.00
	1-1/2" Meter	330.00	410.00	740.00
	2" Turbo	355.00	880.00	1,235.00
	2" Compound	355.00	1,445.00	1,800.00
	3" Turbo	395.00	1,310.00	1,705.00
	3" Compound	395.00	1,945.00	2,340.00
	4" Turbo	610.00	2,090.00	2,700.00
	4" Compound	610.00	2,795.00	3,405.00
	6" Turbo	890.00	4,145.00	5,035.00
	6" Compound	890.00	5,520.00	6,510.00

OFFSITE FACILITIES HOOK-UP FEE

Meter Size				
5/8" x	3/4" Meter	\$1,875.00	2"	\$12,000.00
	3/4" Meter	2,250.00	3"	22,500.00
	1" Meter	3,750.00	4"	37,500.00
	1-1/2" Meter	7,500.00	6"	75,000.00

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Avra Water Co-op, Inc.		Decision No: 73657 & 73927	
W-02126A-11-0480		Effective Date: JUNE 27, 2013	

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 advertising (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.

Revised: 10-4-10

Decision No.

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DECISION #: 73657 &
73927

73927

73927

Avra Water Co-op, Inc.	Decision No: 73657 73657 73927
W-02126A-11-0480	Effective Date: JUNE 27, 2013

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 provide 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, all applicable tariffs, a basic interior-exterior water saving pamphlet, xeriscape landscape information, and information on where to find low water use plant lists, 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 number of packets provided to new customers will be recorded and made available to the Commission upon request.

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 Decision No. 73927 ~~73657~~
 DECISION #: 73657
73927

ORIGINAL

Docket No. W-02126A-11-0480

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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 conduct a leak detection inspection and provide the customer with water conservation measures.
4. The Company shall follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.

Decision No. 73927
APPROVED FOR FILING
DECISION #: 73657 & 73927

Avra Water Co-op, Inc.	Decision No: 73657 e 73927
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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 advertise the program.
4. The Company shall keep a record of the following information and make it available 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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 Decision No. 73927
 DECISION #: 73657e
 73927

Avra Water Co-op, Inc.		Decision No: 73657 e 73927	
W-02126A-11-0480		Effective Date: JUNE 27, 2013	

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 year.
2. The Company shall identify customers with 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 at least the following water saving precautions:
 - a. Check for leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Check landscape watering system valves periodically for leaks and keep sprinkler heads in good shape.
 - c. Adjust sprinklers so only the vegetation is watered and not the house, sidewalk, or street, etc.
 - d. Continue water conservation efforts with any pools such as installing covers on pools and spas and checking for leaks around pumps.

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APPROVED FOR FILING
 Decision No. 73927 ~~73657~~
 DECISION #: ~~73657~~
 73927

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 shall provide water conservation information that could benefit the customer, such as, but not limited to, audit programs, publication, and rebate programs.
8. The Company shall 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 supply customer with information regarding water conservation and landscape watering guidelines. As part of the water audit the Company shall confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees shall 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 shall be recorded and made available to the Commission upon request.

APPROVED FOR FILING
Decision No. 73927
DECISION #: 73657e
73927

Avra Water Co-op, Inc.	Decision No: 73657 € 73927
W-02126A-11-0480	Effective Date: JUNE 27, 2013

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 charges.
2. Compliance with the provisions of this tariff will be a condition of service.
3. The Company shall provide to all its customers, upon request, 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. 73927

DECISION # ~~73657~~ 73927

Avra Water Co-op, Inc.	Decision No: 73657 e 73927
W-02126A-11-0480	Effective Date: JUNE 27, 2013

Public Education Program Tariff

PURPOSE

A program for the Company to provide free written information on water conservation measures to its customers and to remind them of the importance of conserving water (Required Public 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 shall provide two newsletters to each customer; one to be provided in the spring, the other in the fall. The goal of the letters is to provide timely information to customers in preparation of the hot summer months, and the cold winter months, in regards to their water uses. The Company shall remind customers of the importance of water conservation measure and inform them of the information available from the Company.
2. Information in the newsletters shall include water saving tips, home preparation recommendations for water systems/pipes, landscape maintenance issues for summer and winter, water cistern maintenance reminders and additional pertinent topics. Where practical, the Company shall make this information available in digital format which can be e-mailed to customers upon request or posted on the Company's website.
3. Communication channels shall include one or more of the following: water bill inserts, messages on water bills, Company web page, post cards, e-mails and special mailings of print pieces, whichever is the most cost-effective and appropriate for the subject at hand.
4. Free written water conservation materials shall be available in the Company's business office and the Company shall send information to customers on request.
5. The Company may distribute water conservation information at other locations such as libraries, chambers of commerce, community events, etc., as well.
6. The Company shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of each communication channel (i.e., the way messages will be provided) and the number of times it has been used.
 - b. The number of customers reached (or an estimate).
 - c. A description of the written water conservation material provided free to customers.

APPROVED FOR FILING
 Decision No. 73927
 DECISION #: 73657e
 73927

Company Name: Avra Water Co-op, Inc.

Page 1 of 2

CROSS-CONNECTION OR BACKFLOW TARIFF

PURPOSE:

The purpose of this tariff is to protect Avra Water Co-op, Inc. ("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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ADMINISTRATIVELY
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Company Name: Avra Water Co-op, Inc.

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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