

**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.: 533

Cancelling A.C.C. No.: None

Tariff or Schedule No.: BMP-3.6

Filed: August 7, 2012

Effective: May 1, 2013

**Customer High Water Use Inquiry Resolution Tariff – BMP 3.6**

**PURPOSE:**

The Company will 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 will handle high water use inquiries as calls are received.
2. Calls will 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 will be sent to the customer's residence to conduct a leak detection inspection and further assist the customer with water conservation measures.
4. The Company will follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.

