



## ARIZONA WATER COMPANY TO ACQUIRE CASA GRANDE SOUTH AND CASA GRANDE WEST

On June 8, 2021, the Arizona Corporation Commission (“ACC”) approved Arizona Water Company's (“Arizona Water”) acquisition of Casa Grande South Water Company (“CGS”) and Casa Grande West Water Company, Inc. (“CGW”). On August 23, 2021, Arizona Water will officially become your water service provider. Below are answers to some key questions about the acquisition.

### **Frequently Asked Questions**

- Who is Arizona Water?
  - Arizona Water has served growing Arizona communities for over 65 years. In 1955, Arizona Water purchased ten water systems from Arizona Public Service Company. Today, we operate 22 water systems in more than 30 communities throughout Arizona. Our corporate office is located in Phoenix and we have 12 local offices in the communities we serve, including one right in Casa Grande (see below for contact information). Our employees are your family, friends, and neighbors and we are proud to provide clean and reliable drinking water through our award-winning production and distribution systems on demand, every day.
  
- What does becoming an Arizona Water customer mean to you?
  - As Arizona Water customers, you will receive a high level of customer service from our 50 local employees in our Casa Grande office. You will also be integrated into our Pinal Valley water system, which has excellent reliability and complies with all state and federal drinking water standards. In fact, Arizona Water is the largest water utility provider in Pinal County.
  
- Will the rates that CGS or CGW customers are currently charged change as a result of the acquisition?
  - No. Arizona Water will maintain your current rates until Arizona Water files its rate case for its Pinal Valley system, which likely will not occur for 3-5 years.
  
- How will my water service be transferred to Arizona Water?
  - First, each CGS and CGW customer needs to sign up for service with Arizona Water. Included with this flyer is a Request Water Service form. Please fill out the form and return it to our local Casa Grande office by July 16, 2021. You may mail, email, or return the form in person to our Casa Grande office. Contact information for our Casa Grande office is located at the end of this flyer.
  
  - Once you sign up for service, Arizona Water will provide you with a “Welcome to Arizona Water Packet” that will have more information for you.
  
  - On August 23, 2021, Arizona Water will officially begin providing water service to you.

- How do I pay my last bill to CGS and CGW?
  - CGS/CGW will bill you one final time for your August usage. You will need to remit your final payment to CGS and CGW as you normally would do to close out your account with them.
  
- Will I be charged a deposit or establishment fee when I set up service with Arizona Water?
  - No, Arizona Water will not charge a deposit or an establishment fee when you sign up for service. Also, CGS and CGW will refund any outstanding deposits on your CGS or CGW bill.
  
- Will Arizona Water make any improvements to the infrastructure that is currently serving CGS and CGW customers?
  - Yes. Following approval from the Commission to acquire CGS and CGW, Arizona Water will implement a series of steps to improve the infrastructure that is currently serving you. These steps include installing new meters and integrating the CGS and CGW systems into our Pinal Valley water system. By becoming an Arizona Water customer, you will be a part of a robust water system that has more than 20 routinely maintained sources of supply, sufficient storage, and advanced water system monitoring. Arizona Water will also gradually modernize CGS's and CGW's water system infrastructure over the next few years.
  
- If I want to learn more about Arizona Water, how can I do that?
  - Please visit our website, which contains information about our history and water systems, bill payment methods, contact information, and our construction projects, including information regarding recent awards we have won for the construction of water facilities in the Pinal Valley water system. Our website is: [www.azwater.com](http://www.azwater.com).
  
- If I have questions about the proposed acquisition, who can I contact?
  - You can contact Arizona Water's local Casa Grande office. Here is their contact information:
    - Phone: 520-836-8785
    - Email: [CasaGrande@azwater.com](mailto:CasaGrande@azwater.com)
    - Local office: 318 N. Marshall Street Casa Grande, Arizona 85122

***We are excited to be your new water provider!***

*Mark Kieren*

Arizona Water Company  
General Manager - Pinal Valley