



2024 Rate Case Frequently Asked Questions (FAQs)

1. How much will my bill adjust, and when can we expect this change?

If the Sahuarita Water Company's proposed rates are approved by the Arizona Corporation Commission (ACC), the average monthly bill for a residential customer will increase by about \$5. The new rates are expected to show on the September 2025 billing.

2. If we haven't had a rate adjustment since 2016, why has my bill gone up so much over the years?

The base rate has remained unchanged since the last increase, so any increases in individual bills are due to water consumption, the Central Arizona Groundwater Replenishment District (CAGR) fee, and sales tax. Your water consumption cost will change every month based on how much the household uses. The CAGR cost will change based on your monthly consumption and the annual rate set by the Central Arizona Project. Your sales tax is 10.1% of your total bill charges. These are the factors that play into the bill fluctuation. The overall base rate has remained the same.

3. What factors go into the adjustment, and when do you predict the next rate increase after this?

Adjustments are based on rising operations and maintenance costs, largely driven by inflationary factors, and the addition of infrastructure which allows the water system to meet regulatory requirements and ensure uninterrupted water service to our customers. In our ongoing efforts to control costs, the Sahuarita Water Company (SWC) aims to keep rate adjustments to a minimum, with only two instances occurring over the past 28 years of providing water service to the community.

4. When was the last rate adjustment?

The last rate adjustment occurred in 2015, with the previous one in 2009. This will be the third requested rate adjustment in 28 years of providing water service to the community.

5. Why is the Sahuarita Water Company seeking a rate change now?

Delivering high-quality water involves enhanced monitoring for health and safety, as well as increased operating costs related to electricity and fuel, maintenance of capital assets, and rising labor expenses.



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6. I'm on a fixed income; can I opt out of the increase?

No, this is not something customers can opt out of, but everyone is encouraged to visit our website and refer to our “Water Conservation” resource section. These resources provide valuable seasonal and long-term tips to help find solutions for minimizing water consumption.

7. Is there a discount for senior citizens?

No, all customers pay the same base rate, which is determined by the size of their meter.

8. Are there any bill pay assistance programs available?

SWC works with Pima County to assist customers whose service has been discontinued or who need help paying their bills. For more information, customers can visit <http://www.pima.gov>.

9. Does everyone pay the same rate even if they have a pool or larger family size in the same household?

All customers pay the same base rate, which is determined by the size of their meter. Customers are encouraged to reduce consumption and employ strategies for water conservation. For more information, visit “Water Conservation” on the SWC website.

10. Will the cost associated with seeking a rate adjustment be passed on to the customers?

Regulated utilities pass the costs associated with rate cases on to customers. Our team is dedicated to managing funds responsibly, as evidenced by the infrequent rate adjustments requested over the past 28 years of water service. SWC is requesting approval of a rate case expense surcharge and has calculated the proposed surcharge to be \$1.22 per customer per month for three years.

11. Are there any other utilities expected to increase?

Although we don't synchronize rate adjustments with other utilities, our water rates are in the median range compared to surrounding communities. The limited adjustment we are implementing is primarily to offset inflation.



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12. Are water rates in Sahuarita higher than in surrounding towns within the region?

No, we charge rates comparable to those of nearby water operators, including Global Water, Community Water, Green Valley DWID, and other regional private utilities. SWC's rates are significantly lower than those of public utilities and are in the median range for similar companies and communities.

13. Will the wastewater rates change with the water rate change?

The Town of Sahuarita manages wastewater services independently and has its own rates and operating costs separate from our water services.

14. Is the need for more money due to all new development going on?

No, the cost to operate a water system remains consistent, regardless of new development. The cost of new water services resulting from new development is paid for by the developer and home builders, so water rates are not used to pay for additional infrastructure resulting from new development.

15. Where can customers learn more about the rate case before it is approved?

Customers can find more information by visiting the SWC website, checking the SWC newsletter, and reviewing the details provided with their monthly bill.

16. Is there a public meeting that customers can attend?

Notice of the ACC public hearing is posted on the SWC website, the ACC website, and in the local newspaper.

17. Will the rate adjustment only affect residential water use, or will commercial users be affected?

Both residential and commercial users will be affected by the rate adjustment. Costs can vary based on factors such as meter size and overall consumption. However, residential usage still represents the largest portion of our system's water use by volume.



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18. Where can I direct my questions and concerns regarding the proposed Sahuarita Water Company rate change?

Customers are encouraged to reach out to the Sahuarita Water Company by sending an email to customerservice@sahuaritawater.com, or by calling the (520) 399-1105 during business hours, Monday through Friday, 8 am to 4 pm. Additionally, customers can contact the ACC's Utility Division at (602) 542-4251 or, if outside the Phoenix metro area, at (800) 222-7000. They can also be reached by email at utilitiesdiv@azcc.gov.

19. Are there conservation options to reduce costs?

The Sahuarita Water Company is in the process of launching a new customer portal that will improve customers' ability to monitor water consumption and detect potential leaks early. Additionally, the SWC website offers helpful tips for long-term efforts to reduce water usage and bills.

