

CURTAILMENT TARIFF

Utility: Hope Water Arizona North, Inc.
Docket No.: W-02121A-26-0097

Decision No. 81770 (Apr. 30, 2026)
Effective Date: April 30, 2026

Arizona Department of Environmental Quality (“ADEQ”) Public Water System No(s):
**AZ0408178; AZ0401018; AZ0409090; AZ0409081; AZ0409054; AZ0408078; and
AZ0413010**

Hope Water Arizona North, Inc. (“Company”), is authorized to curtail water service to all customers within its certificated area under the terms and conditions listed in this tariff.

This curtailment plan shall become part of the ADEQ Emergency Operations Plan for the Company.

The Company shall notify its customers of this new tariff as part of its next regularly scheduled billing after the effective date of the tariff or no later than sixty (60) days after the effective date of the tariff.

The Company shall provide a copy of the curtailment tariff to any customer, upon request.

Stage 1 Exists When:

The Company is able to maintain water storage and/or production in the system at 100 percent of capacity and there are no known problems with its well production or water storage in the system.

Restrictions: Under Stage 1, the Company is deemed to be operating normally, and no curtailment is necessary.

Notice Requirements: Under Stage 1, no notice is necessary.

Stage 2 Exists When:

- a. The Company’s water storage or well production has been less than 80 percent of capacity for at least 48 consecutive hours, and
- b. The Company has identified issues such as a steadily declining water table, increased draw-down threatening pump operations, or poor water production, creating a reasonable belief that the Company will be unable to meet anticipated water demand on a sustained basis.

Restrictions: Under Stage 2, the Company may request the customers to voluntarily employ water conservation measures to reduce water consumption by approximately 50 percent. Outside watering should be limited to essential water, dividing outside watering on some uniform basis (such as even and odd days) and eliminating outside watering on weekends and holidays.

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- c. Before the Company can return to Stage 1, Stage 1 conditions must be maintained for 72 consecutive hours.

Notice Requirements:

1. The Company is required to notify customers through at least one of the following methods: written notice delivered door-to-door to each service address, by United States first-class mail to the billing address, by email, by automated phone call (robocall), or by any combination of these methods. Whichever method is chosen the Company shall notify customers of the general nature of the problem and must state the following, “Should Curtailment Stage 2 persist or progress to further stages and the Company has an approved Emergency Water Augmentation Mechanism (“EWAM”). The Company may have to utilize its EWAM which could result in additional charges for customers on their future bills.”
2. The Company is encouraged to update its Company website as well as posting signage at well sites and major developments.
3. The Company shall at the same time it notifies its customers, notify the Consumer Services Section (“Consumer Services”) of the Utilities Division of the Arizona Corporation Commission (“Commission”) that the Company has entered Curtailment Stage 2, by emailing CURTAIL@azcc.gov. If the Company believes that the condition will persist or if more than 48 consecutive hours in Stage 2 have passed, or if the Company is back in Stage 1, the Company shall again notify Consumer Services to provide an updated on the Curtailment status.

Stage 3 Exists When:

- a. The Company’s total water storage or well production has been less than 50 percent of capacity for at least 24 consecutive hours, and
- b. The Company has identified one of the following issues such as; a steadily declining water table, increased draw-down threatening pump operations, or poor water production, creating a reasonable belief that the Company will be unable to meet anticipated water demand on a sustained basis.
- c. Before the Company can return to Stage 2, Stage 2 conditions must be maintained for 72 consecutive hours.

Restrictions: Under Stage 3, the Company shall request the customers to voluntarily employ water conservation measures to reduce daily consumption by approximately 50 percent. All outside watering should be eliminated, except livestock, and indoor water conservation techniques should be employed whenever possible. Standpipe, Construction, and bulk water service shall be suspended.

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Notice Requirements:

1. The Company is required to notify customers through at least one of the following methods: written notice delivered door-to-door to each service address, by United States first-class mail to the billing address, by email, by automated phone call (robocall), or by any combination of these methods. Whichever method is chosen the Company shall notify customers of the general nature of the problem and must state the following, "Should Curtailment Stage 3 persist or progress to further stages and the Company has an approved EWAM, the Company may have to utilize their EWAM which could result in additional charges for customers on their future bills."
2. The Company must post at least: **1** sign in the former Double R Water Distributors, Inc. service area; **6** signs in the former Livco Water Company service area; **2** signs in the former Mountain Glen Water Service, Inc. service area; **2** signs in the former Walnut Creek Water Company, Inc. service area; or **5** signs in the former Yavapai Water Company service area showing the current curtailment stage. Signs shall be posted at noticeable locations, such as the well sites and entrances to major subdivisions served by the Company. The Company is also strongly encouraged to update their website with the current curtailment stage. The Company shall work with Consumer Services to determine the appropriate number of signs.
3. The Company shall notify Consumer Services at least 8 hours prior to entering Stage 3, by emailing CURTAIL@azcc.gov. The Company shall also notify Consumer Services when it has gone back into Stage 2.

Once Stage 3 has been reached, the Company must begin to augment the supply of water by either hauling or through an emergency interconnect with an approved water supply in an attempt to maintain the curtailment at a level no higher than Stage 3 until a permanent solution has been implemented.

Stage 4 Exists When:

- a. The Company's total water storage or well production has been less than 25 percent of capacity for at least 12 consecutive hours, and
- b. The Company has identified issues such as a steadily declining water table, increased draw-down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.
- c. Before the Company can return to Stage 3, Stage 3 conditions must be maintained for 72 consecutive hours.

Restrictions: Under Stage 4, the Company shall inform its customers of a **mandatory** restriction to employ water conservation measures to reduce daily consumption. Failure to

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comply with these mandatory restrictions could result in customer disconnection. The following limitations on the use of water shall be implemented:

- Irrigation of outdoor lawns, trees, shrubs, or any plant life is prohibited
- Washing of any vehicle is prohibited
- The use of water for dust control or any outdoor cleaning uses is prohibited
- The use of drip or misting systems of any kind is prohibited
- The filling of any swimming pool, spas, fountains or ornamental pools is prohibited
- The use of construction water is prohibited
- Restaurant patrons shall be served water only upon request
- Any other water intensive activity is prohibited

The Company's operation of its standpipe and bulk water service is prohibited. The addition of new service lines and meter installations is suspended until such time as the Company is back in Stage 3.

Notice Requirements:

1. The Company is required to notify customers through at least one of the following methods: written notice delivered door-to-door to each service address, by United States first-class mail to the billing address, by email, by automated phone call (robocall), or by any combination of these methods. Whichever method is chosen the Company shall notify customers of the general nature of the problem and must state the following, "Should curtailment Stage 4 persist or progress to further stages and the Company has an approved EWAM, the Company may have to utilize their EWAM which could result in additional charges for customers on their future bills."
2. The Company must post at least: **1** sign in the former Double R Water Distributors, Inc. service area; **6** signs in the former Livco Water Company service area; **2** signs in the former Mountain Glen Water Service, Inc. service area; **2** signs in the former Walnut Creek Water Company, Inc. service area; or **5** signs in the former Yavapai Water Company service area showing the current curtailment stage. Signs shall be posted at noticeable locations, like at the well sites and entrances to major subdivisions served by the Company. The Company is also strongly encouraged to update their website with the current curtailment stage. The Company shall work with Consumer Services to determine the appropriate number of signs.
3. The Company shall notify the Consumer Services at least 12 hours prior to entering Stage 4, by emailing CURTAIL@azcc.gov. The Company shall also notify Consumer Services when it has gone back into Stage 3.

Once Stage 4 has been reached, the Company must augment the supply of water by hauling or through an emergency interconnect from an approved supply or must otherwise provide emergency drinking water for its customers until a permanent solution has been implemented.

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Customers who fail to comply with the above restrictions will be given a written notice to end all outdoor use. Failure to comply within two (2) working days of receipt of the notice will result in temporary loss of service until an agreement can be made to end unauthorized use of outdoor water. To restore service, the customer shall be required to pay all authorized reconnection fees which the Company is to track and use to offset costs associated with the EWAM. If a customer believes they have been disconnected in error, the customer may contact the Consumer Services at 1-800-222-7000 to initiate an investigation.