BEFORE THE ARIZONA CORPORATION COMMISSIONERS

ROBERT "BOB" BURNS, Chairman
BOYD DUNN
SANDRA D. KENNEDY
JUSTIN OLSON
LEA MÁRQUEZ PETERSON

IN THE MATTER OF THE
APPLICATION OF EPCOR WATER
ARIZONA, INC. FOR INTERIM WATER
RATES PURSUANT TO A.A.C. R14-2-103(B)(11)(h)

DOCKET NO. WS-01303A-19-0011
COMPLIANCE FILING –
PLANS OF ADMINISTRATION
CUSTOMER ASSISTANCE PROGRAMS

In compliance with Decision No. 77147, issued on April 16, 2019, EPCOR Water Arizona, Inc. (the “Company”) hereby files the attached Plans of Administration (“POA”) for the customer assistance program authorized for the water districts in the application. The water districts are the Agua Fria District, the Anthem District, the Chaparral District, the Havasu District, the Mohave District, the North Mohave District, the Paradise Valley District, the Sun City District, the Sun City West Water District, the Tubac District and the Willow Valley District.

The Company hereby files the following:

- Exhibit A: Low Income Assistance Program POA
- Exhibit B: Deployed Service Member Credit Program POA
- Exhibit C: Disabled Military Veteran Credit Program POA
- Exhibit D: Tariffs

Arizona Corporation Commission

DOCKETED

JUL 5 2019

DOCKETED

[Signature]
RESPECTFULLY SUBMITTED on July 5, 2019.

Sandy Skoubris
Rate Analyst
EPCOR Water Arizona Inc.
2533 W. Pinnacle Peak Rd., Suite 300
Phoenix, AZ 85027

Original and 13 copies filed on July 5, 2019 with:

Docket Control
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Copies of the foregoing filed on July 5, 2019 to:

Mary Mee
Compliance and Enforcement Manager
Utilities Division
1200 West Washington Street
Phoenix, AZ 85007
Exhibit A

Low Income Assistance Program
Plans of Administration
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Agua Fria water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. (“EPCOR” or “Company”) is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission (“ACC” or “Commission”).

II. GENERAL DESCRIPTION

This document is the Plan of Administration (“POA”) for the Low Income Assistance Program (“Program”) approved for EPCOR’s Agua Fria water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Agua Fria water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

- Be a resident and residential customer in the Agua Fria water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person’s tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 1,305 participants may be enrolled in the program for the Agua Fria water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Agua Fria water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under- collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.’s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Anthem water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR’s Anthem water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Anthem water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

- Be a resident and residential customer in the Anthem water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person’s tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 130 participants may be enrolled in the program for the Anthem water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Anthem water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Chaparral water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR's Chaparral water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Chaparral water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:
- Be a resident and residential customer in the Chaparral water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person's tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR's Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 326 participants may be enrolled in the program for the Chaparral water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Chaparral water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Havasu water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR’s Havasu water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Havasu water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

- Be a resident and residential customer in the Havasu water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person’s tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 131 participants may be enrolled in the program for the Havasu water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Havasu water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under- collection will be trued up with the subsequent year's low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Mohave water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR’s Mohave water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Mohave water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

- Be a resident and residential customer in the Mohave water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person’s tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR's Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 620 participants may be enrolled in the program for the Mohave water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Mohave water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its North Mohave water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. (“EPCOR” or “Company”) is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission (“ACC” or “Commission”).

II. GENERAL DESCRIPTION

This document is the Plan of Administration (“POA”) for the Low Income Assistance Program (“Program”) approved for EPCOR’s North Mohave water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the North Mohave water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

• Be a resident and residential customer in the North Mohave water district;

• Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;

• Not be claimed as a dependent on another person’s tax return; and

• Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 131 participants may be enrolled in the program for the North Mohave water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all North Mohave water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Paradise Valley water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. **OVERVIEW**

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. **GENERAL DESCRIPTION**

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR’s Paradise Valley water district by the Commission in Decision No. 77147 on April 16, 2019.

III. **QUALIFICATIONS**

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Paradise Valley water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

- Be a resident and residential customer in the Paradise Valley water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person’s tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 65 participants may be enrolled in the program for the Paradise Valley water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Paradise Valley water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Sun City water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR's Sun City water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Sun City water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:
- Be a resident and residential customer in the Sun City water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person's tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 979 participants may be enrolled in the program for the Sun City water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Sun City water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Sun City West water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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EPCOR Water Arizona Inc.  
Sun City West Water District  
Docket No. WS-01303A-19-0011  
Low Income Assistance Program Plan of Administration
I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR's Sun City West water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Sun City West water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

- Be a resident and residential customer in the Sun City West water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person’s tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 130 participants may be enrolled in the program for the Sun City West water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Sun City West water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under- collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Tubac water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR’s Tubac water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Tubac water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:

- Be a resident and residential customer in the Tubac water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person’s tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR’s Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 52 participants may be enrolled in the program for the Tubac water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Tubac water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the:

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Low Income Assistance Program ("Program") for its Willow Valley water district. The purpose of the Plan is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission ("ACC" or "Commission").

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Low Income Assistance Program ("Program") approved for EPCOR's Willow Valley water district by the Commission in Decision No. 77147 on April 16, 2019.

III. QUALIFICATIONS

The program is designed as a short-term relief program. The program provides assistance to residential customers in the Willow Valley water district. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, applicants must:
- Be a resident and residential customer in the Willow Valley water district;
- Be the primary account holder or a person residing in housing in a homeowners association, apartment complex or mobile home park;
- Not be claimed as a dependent on another person's tax return; and
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year.

Once an applicant has been approved for EPCOR's Low Income Assistance Program they will be eligible to receive the low income credit the following month.

If an applicant does not meet the program qualifications, they will be notified by the Company that they are not eligible for the program and will be provided the reason for denial.

There is an annual recertification requirement whereby applicants must reapply each year based on the timeline determined by the Company.
IV. PARTICIPANT LEVEL

A maximum of 131 participants may be enrolled in the program for the Willow Valley water district.

Enrollment in the program will be determined on a first-come, first-served basis.

Once the Company has reached full participation, any future applicants will be placed on a wait list.

V. LOW INCOME ASSISTANCE CREDIT

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-dwelling housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

IV. FUNDING

The low income assistance credit will be recovered via a surcharge on the high-usage block to all Willow Valley water ratepayers. The total annual program costs will be calculated by multiplying the total actual participation by the $10.00 monthly credit multiplied by 12. The total annual program costs will be split between residential and commercial customers by determining the ratio of residential and commercial revenues. The residential portion and the commercial portion will each be divided by their respective class’s total annual consumption for the previous year to get a commodity surcharge rate.

In the initial year of the program, the Company will defer all costs of the program for recovery in the first annual reconciliation.
VII. COMPLIANCE REPORTS

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under- collection will be trued up with the subsequent year’s low income program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Customer will be notified of the change (increase or decrease) to the surcharge via a message on their monthly bill.
Exhibit B

Deployed Service Member Credit Program
Plans of Administration
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR's Agua Fria water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Agua Fria water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

• Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
• Be deployed, on a deployment that is not a "permanent change of station" and is not a short-term deployment in which a spouse and/or dependents remain stateside;
• Have the residence in EPCOR's Agua Fria water district service area as the service member’s primary residence, not secondary to another primary residence; and
• Not have any family living in the residence in EPCOR's Agua Fria water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

IV. PARTICIPANT LEVEL

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DEPLOYED SERVICE MEMBER CREDIT

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Agua Fria water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR’s Anthem water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Anthem water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a “permanent change of station” and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Anthem water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Anthem water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

IV. PARTICIPANT LEVEL

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DEPLOYED SERVICE MEMBER CREDIT

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Anthem water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. (“EPCOR” or “Company”) is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration (“POA”) for the Deployed Service Member Credit Program approved for EPCOR’s Chaparral water district by the Arizona Corporation Commission (“ACC” or “Commission”) in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Chaparral water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a “permanent change of station” and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Chaparral water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Chaparral water district service area during the service member’s absence.
Each service member's eligibility must be determined based on written orders from the service member's command.

Each service member's continued eligibility must be determined periodically through a recertification process.

IV. PARTICIPANT LEVEL

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DEPLOYED SERVICE MEMBER CREDIT

The program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill to qualified customers during a service member's enrollment.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR's Chaparral water district's next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR’s Havasu water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Havasu water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:
- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a "permanent change of station" and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Havasu water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Havasu water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

**IV. PARTICIPANT LEVEL**

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

**V. DEPLOYED SERVICE MEMBER CREDIT**

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

**VI. FUNDING**

The Company will defer all costs of the program for recovery in EPCOR’s Havasu water district’s next general rate case.

**VII. COMPLIANCE REPORTS**

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. Overview

EPCOR Water Arizona Inc. (‘‘EPCOR’’ or ‘‘Company’’) is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. General Description

This document is the Plan of Administration (‘‘POA’’) for the Deployed Service Member Credit Program approved for EPCOR’s Mohave water district by the Arizona Corporation Commission (‘‘ACC’’ or ‘‘Commission’’) in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. Qualifications

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Mohave water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a ‘‘permanent change of station’’ and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Mohave water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Mohave water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

**IV. PARTICIPANT LEVEL**

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

**V. DEPLOYED SERVICE MEMBER CREDIT**

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

**VI. FUNDING**

The Company will defer all costs of the program for recovery in EPCOR’s Mohave water district’s next general rate case.

**VII. COMPLIANCE REPORTS**

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR’s North Mohave water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the North Mohave water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a “permanent change of station” and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s North Mohave water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s North Mohave water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

IV. PARTICIPANT LEVEL

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DEPLOYED SERVICE MEMBER CREDIT

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s North Mohave water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR’s Paradise Valley water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Paradise Valley water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a "permanent change of station" and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Paradise Valley water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Paradise Valley water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

**IV. PARTICIPANT LEVEL**

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

**V. DEPLOYED SERVICE MEMBER CREDIT**

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

**VI. FUNDING**

The Company will defer all costs of the program for recovery in EPCOR’s Paradise Valley water district’s next general rate case.

**VII. COMPLIANCE REPORTS**

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR's Sun City water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Sun City water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a "permanent change of station" and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Sun City water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Sun City water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

IV. PARTICIPANT LEVEL

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DEPLOYED SERVICE MEMBER CREDIT

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Sun City water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR’s Sun City West water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Sun City West water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a "permanent change of station" and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Sun City West water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Sun City West water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

**IV. PARTICIPANT LEVEL**

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

**V. DEPLOYED SERVICE MEMBER CREDIT**

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

**VI. FUNDING**

The Company will defer all costs of the program for recovery in EPCOR’s Sun City West water district’s next general rate case.

**VII. COMPLIANCE REPORTS**

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR’s Tubac water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Tubac water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a "permanent change of station" and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Tubac water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Tubac water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

IV. PARTICIPANT LEVEL

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DEPLOYED SERVICE MEMBER CREDIT

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Tubac water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Deployed Service Member Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Deployed Service Member Credit Program approved for EPCOR’s Willow Valley water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program provides qualified applicants a discount on their water bill equal to the monthly basic service charge and volumetric water charges plus any applicable taxes and surcharges during the eligibility period.

III. QUALIFICATIONS

The program is designed as a temporary relief program for service members serving away from their primary residence for an extended period of time. The program provides relief to service members who are residential customers in the Willow Valley water district. Customers must provide necessary documentation to show they meet the qualifying guidelines.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Coast Guard, Air Force, or National Guard;
- Be deployed, on a deployment that is not a “permanent change of station” and is not a short-term deployment in which a spouse and/or dependents remain stateside;
- Have the residence in EPCOR’s Willow Valley water district service area as the service member’s primary residence, not secondary to another primary residence; and
- Not have any family living in the residence in EPCOR’s Willow Valley water district service area during the service member’s absence.
Each service member’s eligibility must be determined based on written orders from the service member’s command.

Each service member’s continued eligibility must be determined periodically through a recertification process.

**IV. PARTICIPANT LEVEL**

The program is limited to 50 participants, but the Company is permitted to seek Commission approval to change participant limits based on level of participation.

**V. DEPLOYED SERVICE MEMBER CREDIT**

The program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill to qualified customers during a service member’s enrollment.

**VI. FUNDING**

The Company will defer all costs of the program for recovery in EPCOR’s Willow Valley water district’s next general rate case.

**VII. COMPLIANCE REPORTS**

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
Exhibit C

Disabled Military Veteran Credit Program
Plans of Administration
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. (“EPCOR” or “Company”) is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration (“POA”) for the Disabled Military Veteran Credit Program approved for EPCOR’s Agua Fria water district by the Arizona Corporation Commission (“ACC” or “Commission”) in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran’s water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card (“VHIC”) from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran’s Affairs’ website by an applicant. VHIC cards can also be obtained from the Department of Veteran’s Affairs; instructions for obtaining the card are also available the Department’s website.
IV. PARTICIPANT LEVEL

The program is limited to 653 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Agua Fria water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. (“EPCOR” or “Company”) is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration (“POA”) for the Disabled Military Veteran Credit Program approved for EPCOR’s Anthem water district by the Arizona Corporation Commission (“ACC” or “Commission”) in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran’s water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card (“VHIC”) from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran’s Affairs’ website by an applicant. VHIC cards can also be obtained from the Department of Veteran’s Affairs; instructions for obtaining the card are also available the Department’s website.
IV. PARTICIPANT LEVEL

The program is limited to 65 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Anthem water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR’s Chaparral water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran’s water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran’s Affairs’ website by an applicant. VHIC cards can also be obtained from the Department of Veteran’s Affairs; instructions for obtaining the card are also available the Department’s website.
IV. PARTICIPANT LEVEL

The program is limited to 163 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Chaparral water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR’s Havasu water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran’s water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran’s Affairs’ website by an applicant. VHIC cards can also be obtained from the Department of Veteran’s Affairs; instructions for obtaining the card are also available the Department’s website.
IV. PARTICIPANT LEVEL

The program is limited to 65 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Havasu water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR’s Havasu water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran’s water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran’s Affairs’ website by an applicant. VHIC cards can also be obtained from the Department of Veteran’s Affairs; instructions for obtaining the card are also available the Department’s website.
IV. PARTICIPANT LEVEL

The program is limited to 65 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Havasu water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
Arizona Corporation Commission
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EPCOR Water Arizona Inc.
Disabled Military Veteran Credit Program
Plan of Administration

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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR's North Mohave water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran's water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran’s Affairs’ website by an applicant. VHIC cards can also be obtained from the Department of Veteran’s Affairs; instructions for obtaining the card are also available the Department’s website.
IV. PARTICIPANT LEVEL

The program is limited to 65 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s North Mohave water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR's Paradise Valley water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran's water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran's Affairs' website by an applicant. VHIC cards can also be obtained from the Department of Veteran's Affairs; instructions for obtaining the card are also available the Department's website.
IV. PARTICIPANT LEVEL

The program is limited to 32 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Paradise Valley water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR's Sun City West water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran's water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran's Affairs' website by an applicant. VHIC cards can also be obtained from the Department of Veteran's Affairs; instructions for obtaining the card are also available the Department's website.
IV. PARTICIPANT LEVEL

The program is limited to 65 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Sun City West water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.’s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR's Sun City water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran's water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran's Affairs' website by an applicant. VHIC cards can also be obtained from the Department of Veteran's Affairs; instructions for obtaining the card are also available the Department's website.
IV. PARTICIPANT LEVEL

The program is limited to 490 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Sun City water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. OVERVIEW

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. GENERAL DESCRIPTION

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR’s Tubac water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. QUALIFICATIONS

The Company would provide a $10.00 monthly credit on the disabled military veteran’s water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran’s Affairs’ website by an applicant. VHIC cards can also be obtained from the Department of Veteran’s Affairs; instructions for obtaining the card are also available the Department’s website.
IV. PARTICIPANT LEVEL

The program is limited to 26 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Tubac water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
This Plan of Administration ("POA") relates to the administration of EPCOR Water Arizona Inc.'s ("EPCOR" or the "Company") Disabled Military Veteran Credit Program ("Program"). The purpose of the POA is to describe how EPCOR will administer the Program as approved by the Arizona Corporation Commission in Docket No. WS-01303A-19-0011. This plan is being filed as required in Decision No. 77147 issued April 16, 2019.
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I. **OVERVIEW**

EPCOR Water Arizona Inc. ("EPCOR" or "Company") is an Arizona public service corporation engaged in providing water and wastewater utility service in several different parts of Arizona pursuant to a Certificate of Convenience and Necessity granted by the Arizona Corporation Commission.

II. **GENERAL DESCRIPTION**

This document is the Plan of Administration ("POA") for the Disabled Military Veteran Credit Program approved for EPCOR's Willow Valley water district by the Arizona Corporation Commission ("ACC" or "Commission") in Decision No. 77147 issued April 16, 2019. The program allows the Company to provide a $10.00 monthly credit to discharged members of the United States Military personnel who have been disabled due to their military service. The Company will defer these costs and seek recovery in its next rate case.

III. **QUALIFICATIONS**

The Company would provide a $10.00 monthly credit on the disabled military veteran's water bill provided that the individual can provide a Benefit Summary Letter or Veteran Health Identification Card ("VHIC") from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of their military service. The Company has the discretion to further verify eligibility of applicants. Benefit Summary Letters can be downloaded from the Department of Veteran's Affairs' website by an applicant. VHIC cards can also be obtained from the Department of Veteran's Affairs; instructions for obtaining the card are also available the Department's website.
IV. PARTICIPANT LEVEL

The program is limited to 65 participants on a first-come, first-serve basis. The Company is permitted to seek Commission approval to change participant limits based on level of participation.

V. DISABLED MILITARY VETERAN CREDIT

The program will provide a monthly bill credit of $10.00 on the water bill of qualified and enrolled customers.

VI. FUNDING

The Company will defer all costs of the program for recovery in EPCOR’s Willow Valley water district’s next general rate case.

VII. COMPLIANCE REPORTS

The Company will annually file with docket control a report outlining the total number of program participants, the total of all credits provided by the program in the given year, a total of all deferred costs over the course of the program, and the total of any program administration costs. The first report will be based on the period from July 1, 2019 to December 31, 2019. The reporting of all subsequent filings will be on a calendar year basis. The report will be filed within 90 days of the reporting period, March 31, and annually thereafter.
Exhibit D

Tariffs
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Agua Fria Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 1,305 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:

- Be a resident and residential customer in the Agua Fria Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Agua Fria water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 16a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Agua Fria Water District. Details can be found in the Company’s Deployed Service Member Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission’s approval to change participant limits based on level of participation.

To qualify for this program, a service member must:
- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a “permanent change of station” and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR’s service area as the service member’s primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR’s service area during the service member’s absence.

Each service member’s eligibility must be determined based on written orders from the service member’s command. Each service member’s continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member’s enrollment, the program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s next Agua Fria water district’s general rate case.

Continued on Sheet 16c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Agua Fria Water District. Details can be found in the Company’s Disabled Military Veteran Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 653 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:
- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s Agua Fria water district’s next general water rate case.

Continued on Sheet 16e

ISSUED: MM DD YY EFFECTIVE: July 1, 2019
EPCOR Water Arizona Inc.
Agua Fria Water District
(Name of Service Area)

Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY          EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
           2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Anthem Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first serve basis up to a maximum level of 131 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:

- Be a resident and residential customer in the Anthem Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return.
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Anthem water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 10a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY  EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027
Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Anthem Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission’s approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next Anthem water district's general rate case.

Continued on Sheet 10c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

ISSUED: MM DD YY EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. xxxxx
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Anthem Water District. Details can be found in the Company's Disabled Military Veteran Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 65 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:
- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's Anthem water district's next general water rate case.

Continued on Sheet 10e
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the:

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Chaparral Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 326 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:

- Be a resident and residential customer in the Chaparral Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Chaparral water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 18.1
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Chaparral Water District. Details can be found in the Company’s Deployed Service Member Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission’s approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a “permanent change of station” and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR’s service area as the service member’s primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR’s service area during the service member’s absence.

Each service member’s eligibility must be determined based on written orders from the service member’s command. Each service member’s continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers during a service member’s enrollment, the program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s next Chaparral water district’s general rate case.

Continued on Sheet 19.1
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Chaparral Water District. Details can be found in the Company’s Disabled Military Veteran Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 163 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:
- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s Chaparral water district’s next general water rate case.

Continued on Sheet 20.1
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Havasu Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 131 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:
- Be a resident and residential customer in the Havasu Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Havasu water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 10a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY      EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027
Decision No. XXXXX

Exhibit D
Page 20 of 68
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Havasu Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

• Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
• Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
• Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
• Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next Havasu water district's general rate case.

Continued on Sheet 10c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

ISSUED: MM DD YY  EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Havasu Water District. Details can be found in the Company's Disabled Military Veteran Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 65 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:

• Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
• Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's Havasu water district's next general water rate case.

Continued on Sheet 10e
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Mohave Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 620 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:
- Be a resident and residential customer in the Mohave Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Mohave water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 9a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Mohave Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this program, a service member must:
- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next Mohave water district's general rate case.

Continued on Sheet 9c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

ISSUED: MM DD YY  EFFECTIVE: July 1, 2019

ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Mohave Water District. Details can be found in the Company's Disabled Military Veteran Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 311 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:

- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's Mohave water district's next general water rate case.

Continued on Sheet 9e
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY  EFFECTIVE: July 1, 2019
EFFECTIVE: Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX

Exhibit D
Page 30 of 66
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the North Mohave Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customers that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 131 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:
- Be a resident and residential customer in the North Mohave Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the North Mohave water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 8a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the
- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY    EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the North Mohave Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next North Mohave water district's general rate case.

Continued on Sheet 8c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the North Mohave Water District. Details can be found in the Company’s Disabled Military Veteran Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 65 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:
- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s North Mohave water district’s next general water rate case.
CUSTOMER ASSISTANCE PROGRAMS
DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Paradise Valley Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company’s Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 65 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:
- Be a resident and residential customer in the Paradise Valley Water District.
- Be the primary account holder or a person residing in housing in a homeowner’s association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person’s tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Paradise Valley water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 15a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Paradise Valley Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next Paradise Valley water district's general rate case.

Continued on Sheet 15c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

ISSUED: MMM DD YYYY  EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Paradise Valley Water District. Details can be found in the Company’s Disabled Military Veteran Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 32 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:

- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s Paradise Valley water district’s next general water rate case.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY   EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Sun City Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 979 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:
- Be a resident and residential customer in the Sun City Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Sun City water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 15a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Sun City Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this program, a service member must:
- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next Sun City water district's general rate case.

Continued on Sheet 15c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

ISSUED: MM DD YY       EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Sun City Water District. Details can be found in the Company’s Disabled Military Veteran Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 490 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:
- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s Sun City water district’s next general water rate case.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Sun City West Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 131 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:

• Be a resident and residential customer in the Sun City West Water District.
• Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
• Not be claimed as a dependent on another person's tax return
• Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Sun City West water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 14a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the:

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY  EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027
Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Sun City West Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

- Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
- Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
- Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
- Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next Sun City West water district's general rate case.

Continued on Sheet 14c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the:

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

ISSUED: MM DD YY EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Sun City West Water District. Details can be found in the Company's Disabled Military Veteran Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 65 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:
- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's Sun City West water district's next general water rate case.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Tubac Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 52 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:
- Be a resident and residential customer in the Tubac Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Tubac water district. Please see the General Water Rate Tariff for the actual surcharge amounts.
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year's program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Tubac Water District. Details can be found in the Company’s Deployed Service Member Credit Program’s Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission’s approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

• Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
• Be deployed, on a deployment that is not a “permanent change of station” and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
• Have the residence in EPCOR’s service area as the service member’s primary residence, not secondary to another primary residence.
• Not have any family living in the residence in EPCOR’s service area during the service member’s absence.

Each service member’s eligibility must be determined based on written orders from the service member’s command. Each service member’s continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member’s enrollment, the program will provide a monthly bill credit covering the enrolled service member’s entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s next Tubac water district’s general rate case.

Continued on Sheet 7c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Tubac Water District. Details can be found in the Company's Disabled Military Veteran Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 26 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:
- Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
- Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's Tubac water district's next general water rate case.

Continued on Sheet 7e
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY  EFFECTIVE: July 1, 2019
Month Day Year  Month Day Year

ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

LOW INCOME ASSISTANCE PROGRAM

The Low Income Assistance Program ("Program") offered by the Company is designed as a short-term relief program. The program provides assistance to residential customers in the Willow Valley Water District. Customers must complete the Low Income Assistance Application and provide necessary documentation to show they meet the qualifying guidelines. Details can be found in the Company's Plan of Administration for the program.

Availability

Customer that meet the eligibility requirements shall be enrolled in the program on a first come, first served basis up to a maximum level of 131 participants. Once the program has reached full participation, any future applicants will be placed on a wait list.

To qualify, applicants must:

- Be a resident and residential customer in the Willow Valley Water District.
- Be the primary account holder or a person residing in housing in a homeowner's association, apartment complex or mobile home park.
- Not be claimed as a dependent on another person's tax return
- Not have gross annual household income that exceeds 200% of the Federal Poverty Guidelines for the current year (to be updated annually).

There is an annual recertification requirement whereby the applicant must reapply each year based on the timeline determined by the Company.

Low Income Credit

Those customers that are the primary account holder will receive a monthly credit of $10.00 on their bill. For those customers who reside in multi-unit housing, checks will be written on a bi-annual basis for the number of months that the customer is eligible for the credit during that 6-month period.

Low Income Surcharge

The low income assistance credit will be recovered via a surcharge on the high-usage block to residential and commercial customers in the Willow Valley water district. Please see the General Water Rate Tariff for the actual surcharge amounts.

Continued on Sheet 12a
CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME ASSISTANCE PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of water low income assistance participants from the previous calendar year;
- Total amount of discounts given;
- Direct and indirect costs associated with the program;
- Collections made from all water ratepayers used to fund the program; and
- Provide updated gross annual income guidelines as necessary from the federal government.

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

As part of each annual filing, the Company will perform a reconciliation for the prior year reporting period comparing the amounts recovered from the surcharge to the amounts credited to the program participants. Any over- or under-collection will be trued up with the subsequent year’s program costs.

Annual revisions to the surcharge will become administratively effective 30 days after the filing date.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

DEPLOYED SERVICE MEMBER CREDIT PROGRAM

The Deployed Service Member Credit Program is designed as a temporary relief program for service members serving away from their primary residences for an extended period of time. The program provides relief to service members who are residential customers in the Willow Valley Water District. Details can be found in the Company's Deployed Service Member Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 50 service members may be enrolled in the program at any time but the Company is permitted to seek Arizona Corporation Commission's approval to change participant limits based on level of participation.

To qualify for this program, a service member must:

• Be on active duty for the Army, Navy, Marines, Air Force, Coast Guard, or National Guard.
• Be deployed, on a deployment that is not a "permanent change of station" and is not on a short-term deployment in which a spouse and/or dependents remain stateside.
• Have the residence in EPCOR's service area as the service member's primary residence, not secondary to another primary residence.
• Not have any family living in the residence in EPCOR's service area during the service member's absence.

Each service member's eligibility must be determined based on written orders from the service member's command. Each service member's continued eligibility must be determined periodically through a recertification process.

Deployed Service Member Credit

For those qualified customers, during a service member's enrollment, the program will provide a monthly bill credit covering the enrolled service member's entire monthly water bill.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR's next Willow Valley water district's general rate case.

Continued on Sheet 12c
CUSTOMER ASSISTANCE PROGRAMS

DEPLOYED SERVICE MEMBER CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

DISABLED MILITARY VETERAN CREDIT PROGRAM

The Disabled Military Veteran Credit Program is designed as a relief program for individuals disabled as part of their military service. The program provides relief to disabled veterans who are residential customers in the Willow Valley Water District. Details can be found in the Company's Disabled Military Veteran Credit Program's Plan of Administration.

Availability

Customers must provide necessary documentation to show they meet the qualifying guidelines. A maximum of 65 disabled veterans may be enrolled in the program at any time. Enrollment in the program will be determined on a first-come, first-served basis.

To qualify for this program, a disabled veteran must:

• Present a Benefit Summary Letter from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service, or;
• Present a Veteran Health Identification Card from the United States Department of Veterans Affairs demonstrating that the individual had any level of disability as a result of military service.

Disabled Military Veteran Credit

For those qualified customers, the program will provide a monthly bill credit of $10.00.

Funding

EPCOR will defer all costs of the program for recovery in EPCOR’s Willow Valley water district’s next general water rate case.

Continued on Sheet 12e
CUSTOMER ASSISTANCE PROGRAMS

DISABLED MILITARY VETERAN CREDIT PROGRAM TARIFF

(continued)

Reporting

The Company will file with Docket Control, by March 31 of each year, an annual report detailing the

- Number of program participants from the previous calendar year;
- Total amount of discounts provided in the previous calendar year;
- Total of all deferred costs over the course of the program;
- Direct and indirect administration costs associated with the program

The first report will be based on the period July 1, 2019 through December 31, 2019. The reporting period for all subsequent year filings will be on a calendar basis. This report will be filed within 90 days of the end of the initial reporting period, March 31, and then annually thereafter.

Terms and Conditions

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts, which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule.

For primary account holders, no checks will be issued for excess credits generated by this program.

ISSUED: MM DD YY  EFFECTIVE: July 1, 2019
ISSUED BY: Sheryl L. Hubbard, Director, Regulatory & Rates
2355 W. Pinnacle Peak Rd., Phoenix, AZ 85027

Decision No. XXXXX