



**GWR**  
**Global Water Resources**

## *Global Water Annual City of Maricopa Update*

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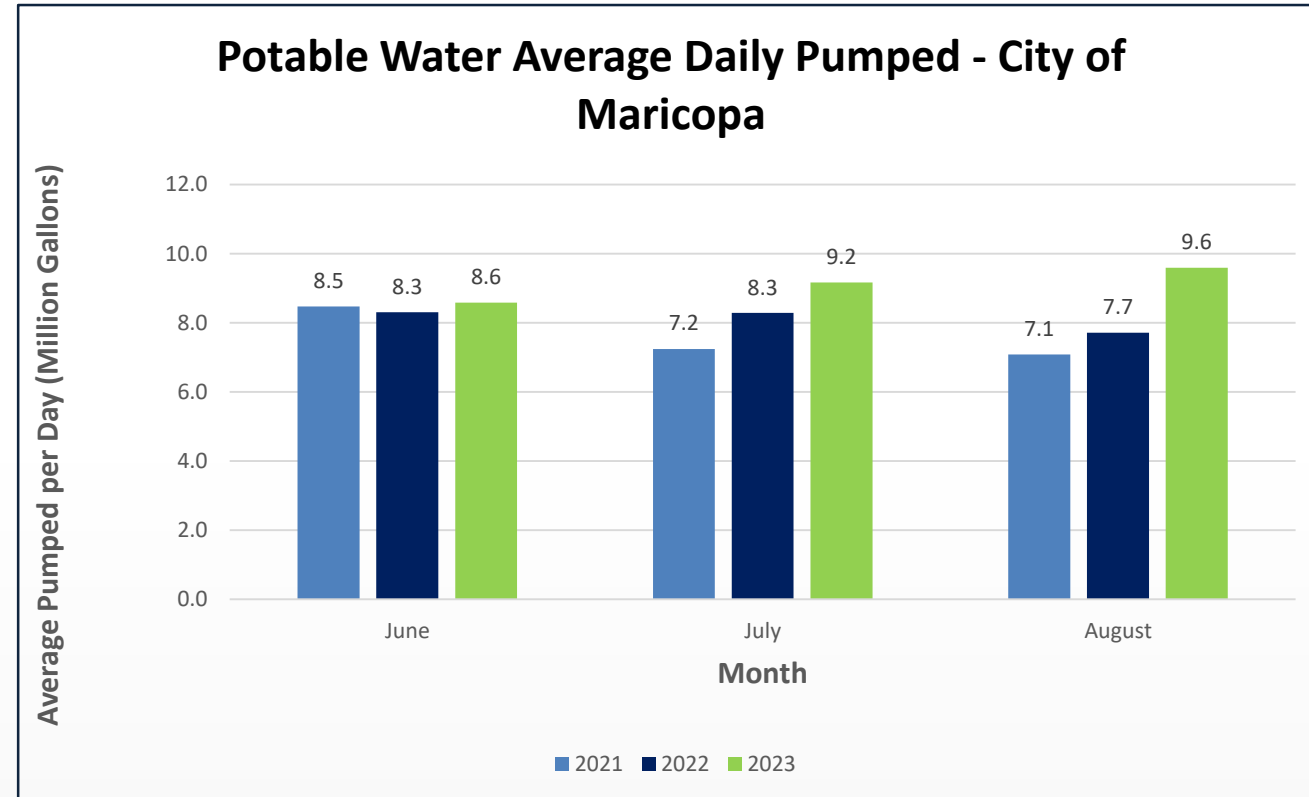
May 21, 2024

- Global Water – City of Maricopa Partnership
- 2023 Projects Completed and 2024 Highlighted Projects
- Rate Case Preview
- Water Resources Update
- Customer Assistance Program Review

# Global Water - City of Maricopa Partnership



- Potable Water
  - Summer demand up 30% (2023 vs. 2021)
  - 2023 Peak Day – 10.2 MG vs 9.4 MG
  - Construction water use up 250% (summer '22 vs. '23)
- Takeaway
  - Met all summer demands seamlessly for customers during historically hot summer months
  - Future growth will require additional water sources





## Neely East Well

- Completed Potable Water Production Well
- 1.7 Million Gallons/Day of Added Capacity
- Increased System Capacity & Resiliency



## Odor Control Enhancements

- Enhanced odor mitigation at sewer lift stations
- Asset preservation through H<sub>2</sub>S mitigation



## Ak Chin Easement

- Obtained Ak Chin Council Approval
- Working on Final Process for BIA Approval

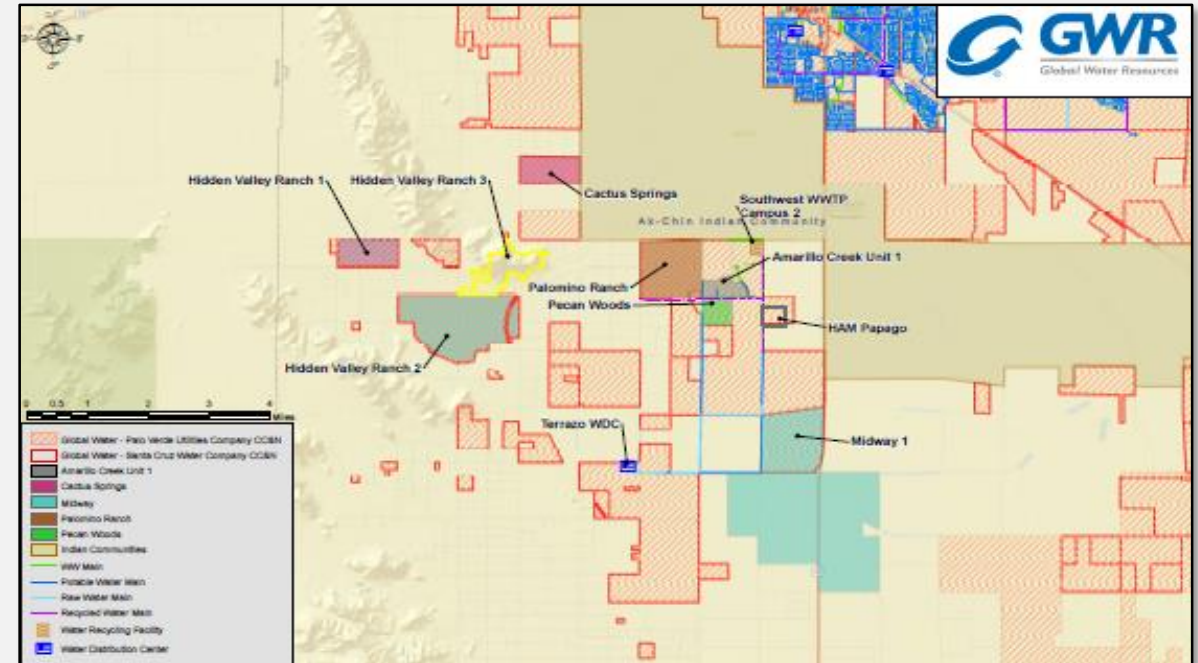




# 2023 Highlighted Projects

## Southwest Area Re-Commissioning

- Service Commenced July 1, 2023
- Constructed 15+ years ago
- Initial Development is 600 Homes
  - Approximately 200 Water and Wastewater Accounts





## Rancho Mirage Booster Pump Upgrades

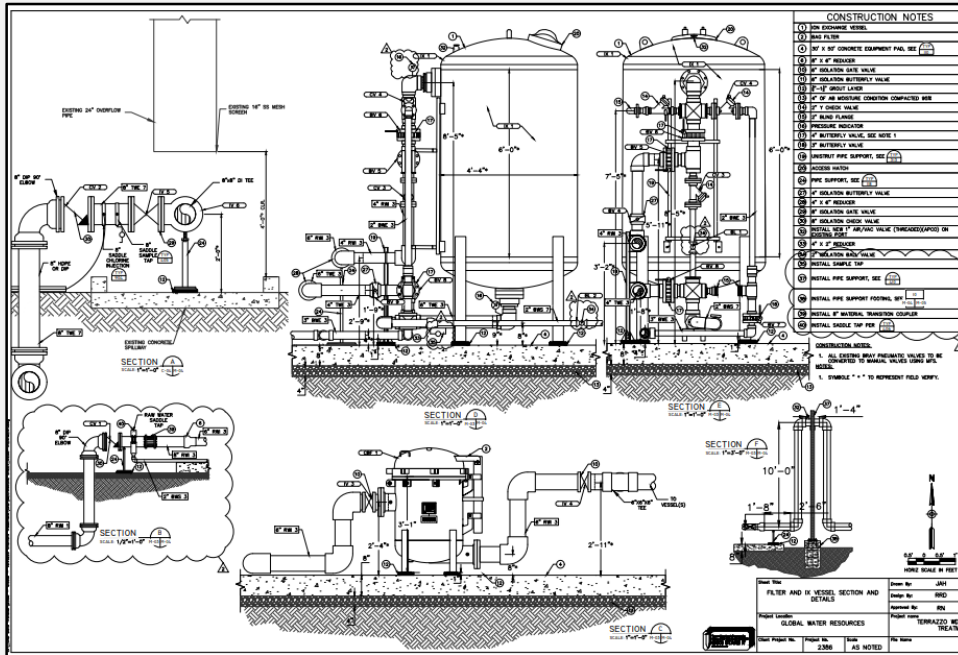
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- Upgrade four booster pumps
- Increased pumping capacity and system resiliency
- Minimize fluctuating pressures that contribute to main breaks



## Terrazzo Uranium Treatment

- Accelerated Completion Timeline for Compliance
  - 6 months vs. 2+ years
  - Completed March 2024
- Treats Naturally Occurring Uranium

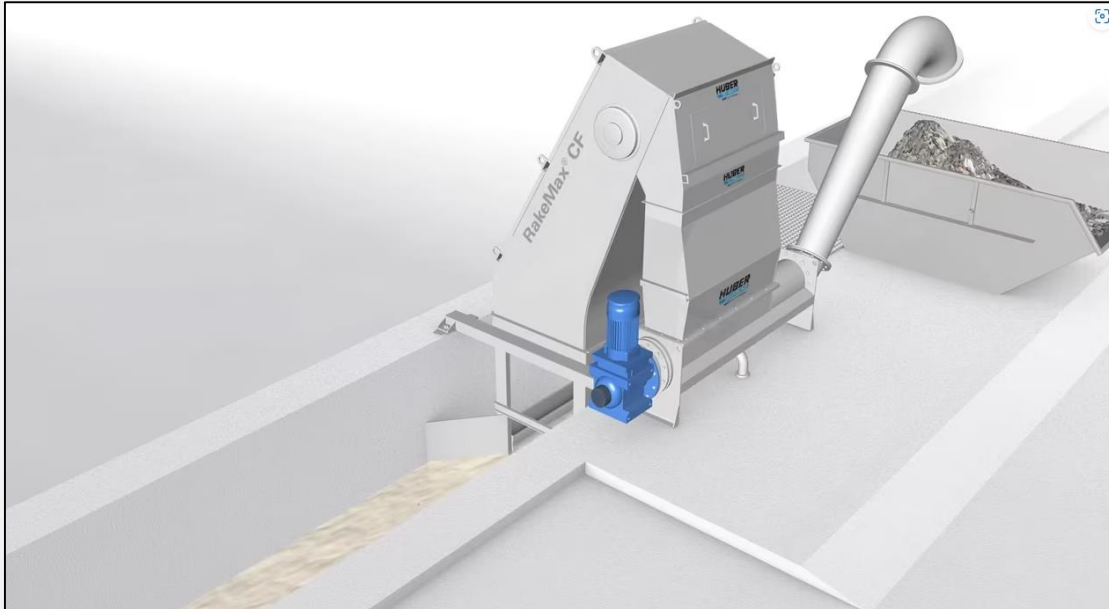


## Sorrento Well

- Commissioning well and transmission line
- Rated for 1.1 Million Gallons/Day
- Added capacity and system resiliency

## Sewer Screening Initiative

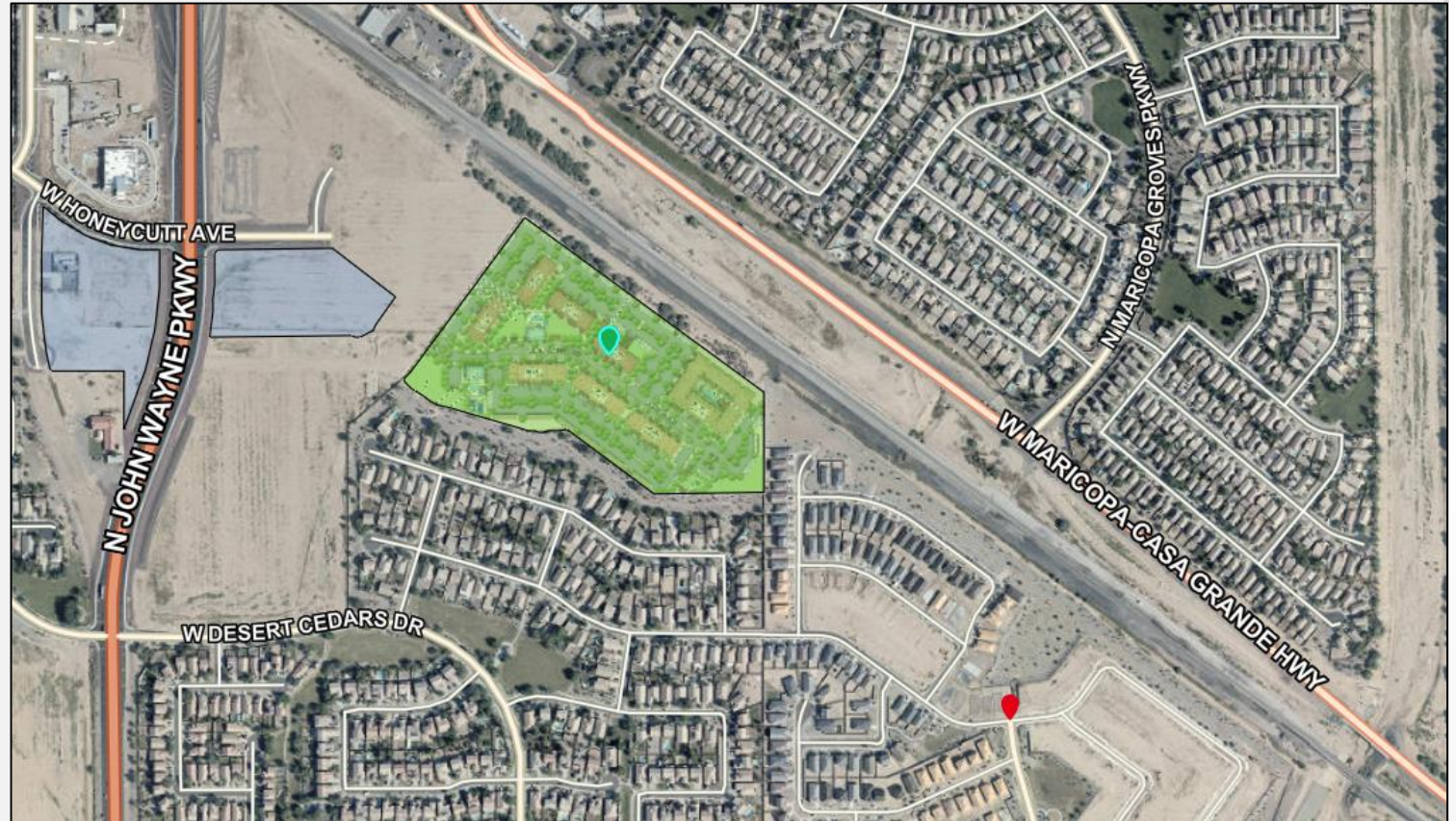
- Proliferation of baby wipes, Clorox wipes, et al
- Significant impacts to sewer and wastewater treatment process





## Southwest Maricopa Infrastructure Expansion

- Lowes, Reinsmann Commons Developments
- Work includes:
  - Sewer line extension
  - Lift station
  - Water main extension







# Rate Case Preview

# Necessity of a Rate Case

- Overarching approach - Smaller, more frequent cases
- Rate case necessity:
  - Keeping up with (and ahead of) the City's exponential growth
  - Inflation
    - Current rates based on 2019 costs
  - Southwest Plant activation
    - Two decades in the making
- Resolution of SW Plant accounting issue
- Ramping up customer outreach

## Population Change vs. State and Nation

5-year change

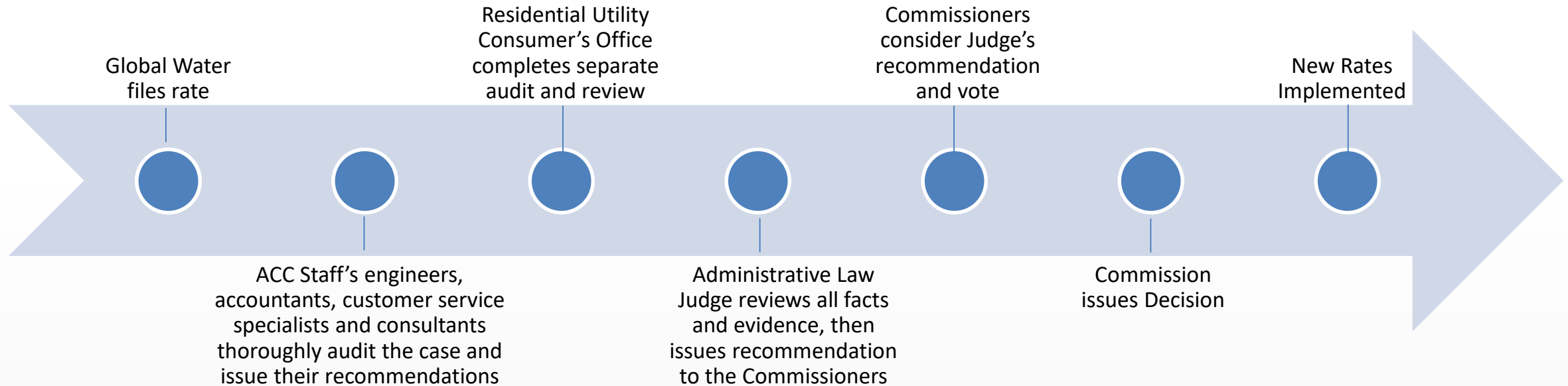
Area	2018 Population	2023 Population	Change	% Change
Maricopa, AZ	65,515	81,432	15,917	24%
Arizona	7,164,228	7,378,996	214,768	3%
United States	326,838,199	335,528,243	8,690,044	3%

## Heading South

15 Fastest-Growing Large Cities in the United States:  
July 1, 2021—July 1, 2022

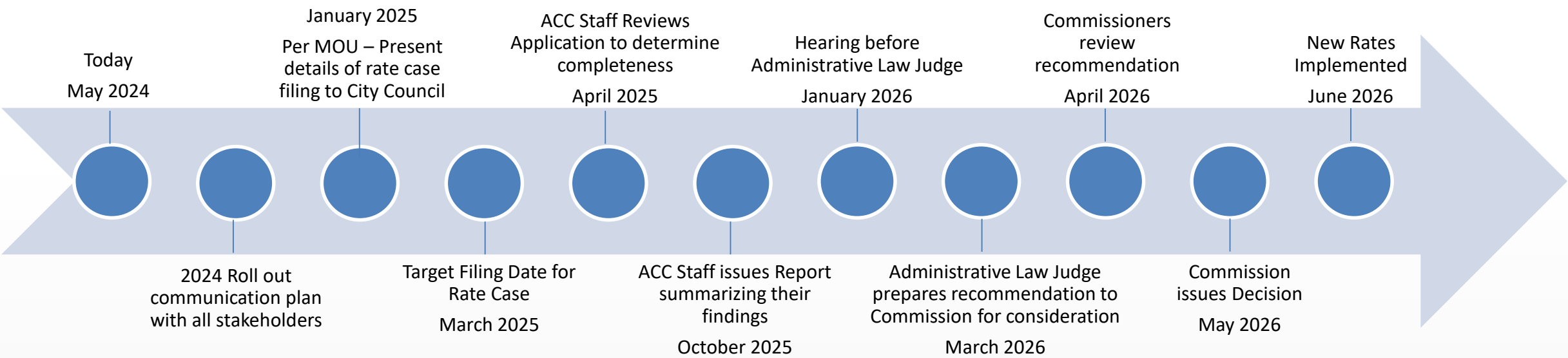


Takeaway: Process extremely thorough to protect customers interest to ensure all requests are reasonable





Takeaway - Global Water is starting the community outreach today for new rates implemented in mid-2026 (~25 months from today)



# Community Stakeholder Outreach Planned

- Stakeholders
  - City Council
  - City Staff
  - HOA's
  - MEDA
  - Customers

- Types of outreach
  - Bill inserts
  - Website
  - News Media
  - Open house
  - Council updates





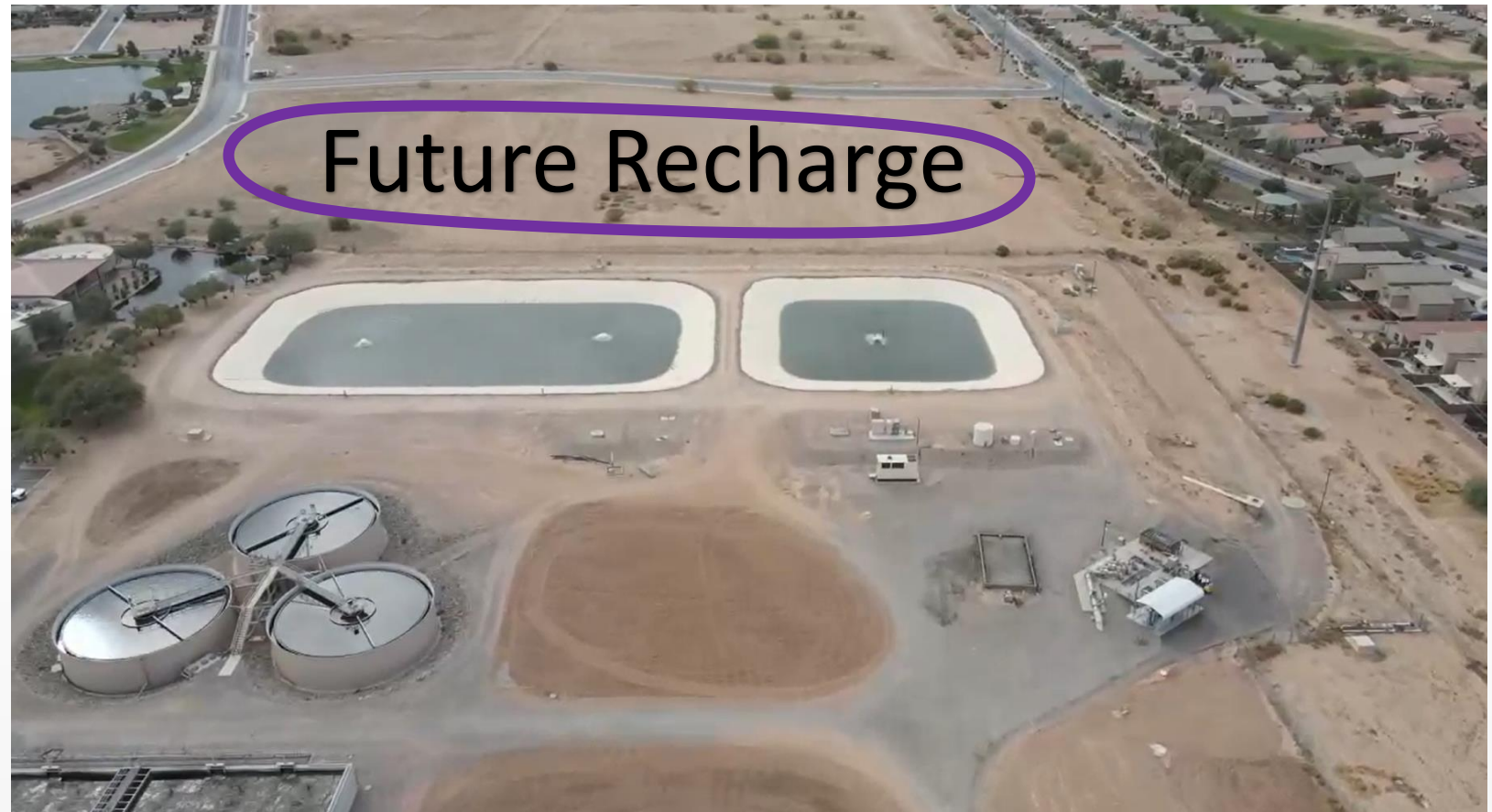
# Water Resources



- Designation of Assured Water Supply (“DAWS”) Annual Volume
  - 22,914 acre-feet available – 8,707 acre-feet used in 2023
- Customer Conservation Tools
  - 14,700 leak alerts sent and estimated 13.3 million gallons saved in 2023
- Smartscape & Groundwater Classes – 164 Community Members Attended



- Groundwater Recharge Facility
  - Partnership with City of Maricopa
  - Grant funding
- Groundwater credits to facilitate future growth



# Enhanced Customer Assistance Program

- Customer Assistance Program
  - Up to \$700 in annual assistance
- Eligibility
  - Low income
  - Deployed service members
  - Disabled veterans
  - Furloughed workers
  - Medical hardship

Salvation Army at Global Water  
Center every Tuesday

## Customer Assistance Programs

We can all use a little help sometimes. If you or someone you know needs assistance paying your utility bill, we have programs that can help.



### Payment Plans

Income Assistance Program  
Deployed Service Member Program  
Disabled Veteran Program  
Furloughed Worker Program  
Medical Hardship Program



# Thank You

