

# LORD ARIZONA WATER SYSTEMS CUSTOMER NOTICE

## STAGE 4 CURTAILMENT

The Arizona Corporation Commission (Commission) authorized Lord Arizona Water Systems (Company) to curtail water usage under certain conditions. A copy of the curtailment plan is available at 2015 N. Forbes Blvd. Ste. 107, Tucson, AZ 85745.

There are 4 stages in the water curtailment plan described as follows:

- Stage 1 – no known issues;
- Stage 2 – water production is less than 80% of capacity for 48 hours;
- Stage 3 - water production is less than 50% of capacity for 24 hours; and
- Stage 4 – water production is less than 25% of capacity for 12 hours.

In addition, depending upon water supply and demand, stages 2, 3 or 4 may be implemented if the Company has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.

**Current Issue** – Two Company wells have failed in the past 2 weeks. One well's production decreased from approximately 30 gallons per minute to 7 gallons per minute. The other well collapsed and needs to be replaced. The Company has activated an interconnection to supplement water supplies and is hauling water to meet water demand.

**Curtailment Stage 4** – The authorized curtailment plan requires that customers shall implement conservation measures to reduce daily consumption. Failure to comply will result in customer disconnection. Customers who fail to comply with the listed restrictions will be given a written notice to end all outdoor use. Failure to comply within two (2) working days of the receipt of the notice will result in temporary loss of service until an agreement can be made to end unauthorized use of outdoor water. To restore service the customer shall be required to pay all authorized reconnection fees. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initial an investigation.

The following uses shall be prohibited:

- Irrigation of outdoor lawns, trees, shrubs, or any plant life is prohibited.
- Washing of any vehicle is prohibited.
- The use of water for dust control or any outdoor cleaning uses is prohibited.
- The use of drip or misting systems of any kind is prohibited.
- The filling of any swimming pool, spas, fountains or ornamental pools is prohibited.
- The use of construction water is prohibited.

- Restaurant patrons shall be served water only upon request.
- Any other water intensive activity is prohibited.

The addition of new service lines and meter installation is prohibited.