



February 2026

To Our Valued Customers:

This letter is to update you on the pending rate review for Global Water's utilities filed on March 5, 2025. As background, Global Water's current rates are based on 2019 costs. To reflect the significant increases in costs since 2019 and substantial capital investment made in Pinal County, Global Water filed a proposed rate increase for its water and wastewater utilities.

After nearly ten months of in-depth and detailed review, including multiple rounds of information exchanges by the Arizona Corporation Commission ("ACC") auditors and the consumer advocate, and listening to customer feedback during the process, Global Water has revised its requested rate change downward to an increase of approximately \$7 per month (or a 7% increase), significantly less than inflation since the last rate review (26% increase), as reflected in table below.

	Current Bill*	Proposed Dollar Increase	Total Proposed Bill	Proposed Percentage Increase	Inflation Rate since Last Rate Review
GW-Santa Cruz (Water)	\$35.73	\$3.75	\$39.48		
GW-Palo Verde (Wastewater)	\$70.07	\$3.50	\$73.57		
Total Proposed Increase	\$105.80	\$7.25	\$113.05	7%¹	26%²

* median bill using 5,500 gallons

The next steps in the process include a hearing before an Administrative Law Judge ("ALJ") in which the Company, the Commission Staff, and the Residential Utility Consumers Office will participate. Upon completion of the hearing, the ALJ will draft a Recommended Opinion and Order to be considered by the Commission at a subsequent Open Meeting. The current estimate on new rates going into effect is early 2027.

If you would like to learn more about the rate review or have additional questions, please visit: <https://www.gwresources.com/2025ratecase>, call us at 866-940-1102, or email us at customerservice@gwresources.com.

Sincerely,

Global Water

¹ (\$113.05-\$105.80)/\$105.80.

² Construction Cost Index, ADOT, https://azdot.gov/sites/default/files/2025-02/CCI_FY2025_Q2.pdf.