

**Potential Acquisition of New River Utility Company  
Frequently Asked Questions**

The owners of the New River Utility Company are exploring the possible sale of the water company. They have approached the City to see if it is interested in acquiring the Company. They have indicated that other buyers may also be interested in the acquiring the company, as well. Before the City determines to proceed with negotiations for acquiring the utility, we would appreciate your input.

Citizen support is a key factor in the City’s decision to move forward with this acquisition. Through the outreach process, New River Utility customers will learn the benefits of having water service provided by the City and details on how the acquisition will impact rates, service and water quality.

Send your comments or questions to the Director of Public Works/Utilities:  
[Bill.Mattingly@peoriaaz.gov](mailto:Bill.Mattingly@peoriaaz.gov), or call 623- 773-5150

**How Would The Acquisition Impact My Water Bill?**

You would begin to receive your water bill from the City of Peoria (City). Your water bill would be combined along with your bill for sewer service and curbside trash and recycling pick-up. The City’s current water rates are slightly higher than those for New River Utility Company (NRUC). However, for most customers, the total cost of water from the City would be less than currently paid due to the elimination of a special tax district fee (CAGRDR special tax district) you pay on your property tax bill.

For detailed information of the City’s water rates and to calculate your water bill under the City’s water rate structure please visit the City’s website at <http://www.peoriaaz.gov/Rates> to use its utility bill estimator. For optimal results, you will need to know your meter size and typical water usage.

Below is a typical comparison showing estimated water bills for both the City and NRUC. The comparison includes the typical CAGRDR fee billed to NRUC customers on their property tax bill.

New River Utility Company					City
Meter Size	Usage (gals)	Water Bill (\$)	CAGRDR Cost (\$)	Total (\$)	Water Bill (\$)
3/4"	11,000	26.83	20.50	47.33	38.74
1"	16,000	52.90	27.33	80.23	59.89
2"	109,000	311.72	192.33	504.05	452.99

Notes

Usage is based on NRUC monthly average consumption for ¾", 1", and 2" water meters.

**What Is The CAGR Special Tax District Fee?**

Water delivered to customers of NRUC must be replenished by recharging water to the aquifer. NRUC customers must bear the cost of replacing the delivered groundwater. The cost of replacing delivered water is charged to you on your property tax by Maricopa County. Maricopa County then transfers those tax payment to CAGR, the Central Arizona Groundwater Replenishment District, the entity that replenishes the water to the aquifer. City customers do not incur the tax because the City replenishes water itself.

**How Would Customer Service be Affected?**

You would see improvements in customer service with the City as your water provider. The City has a dedicated and responsive Customer Service Division available for billing issues and any customer service inquiry. Customer would have consolidated billing for the various City services and have the ability to pay their water/sewer/trash bill online, as well as view billing and usage history. The City also has certified professionals who operate and maintain the water system in compliance with all regulatory requirements.

**What About My Water Pressure?**

Customers in some areas served by NRUC have reported intermittent pressure problems. The NRUC water system would be interconnected with, and become part of, the robust City system, alleviating pressure issues and providing a reliable water system.

**What Water Quality Standards Must The City Meet?**

The City, like the NRUC, is required to meet federal, state, and county standards for water quality. The City's water consistently meets all water quality standards and the City publishes its Consumer Confidence Report annually so that all customers are aware of the quality of the water.

**What Is The Source Of The City's Water?**

The City's water supply comes from a variety of sources. Groundwater from wells, surface water from the Central Arizona Project treated at the Pyramid Peak Water Treatment Plant, and surface water from the Salt River Project treated at the Greenway Water Treatment Plant are the sources of supply for the City. Groundwater is the source of supply for NRUC customers.

**Would There Be Any Improvements To The Water System?**

The City would make enhancements to all water production and pumping sites to allow for remote monitoring and control to further integrate the NRUC system with the overall City system and to enhance security. Water meters would be standardized to the City radio-read devices. Other infrastructure would receive the same level of care and maintenance as the rest of the City's water system components.

**Overall, What Are The Benefits To NRUC Customers By Having The City Provide Water Service?**

There are several overall benefits that the NRUC customers would realize by having the City become their water provider - reliability, redundancy or back-up, enhanced customer service, combined billing, and elimination of the CAGR special tax fee.

NEW RIVER UTILITY COMPANY  
Service Area Map

