
What is Pima?

Pima Utility Company (Pima) is an Arizona public service corporation providing water and sewer utility services to customers in portions of Pinal County, specifically Sun Lakes, which is a community located in Chandler Arizona, developed by Robson Communities, Inc.

Is Pima a new company?

No. On November 20, 2024, Pima became a wholly owned subsidiary of JW Water Holdings, LLC (JW) through a transaction with the former owner, generally known as “Robson”. The same employees who operated the water and sewer systems on a day-to-day basis under Robson are now employees of JW.

When were the rate cases filed?

On December 24, 2025, Pima filed applications with the Arizona Corporation Commission (Commission) seeking increases in rates and charges for water and sewer utility services, and to create separate legal entities for water and sewer services (Pima Water Company (Pima Water) and Pima Sewer Company (Pima Sewer)).

Who sets the rates customers pay?

The Commission.

When were the current rates established?

Pima’s current rates became effective January 1, 2018 per Decision No. 76540.

Why are rates changing?

Because the current rates are below the actual costs incurred to provide safe, reliable water service to customers in these communities.

How much are the requested rate increases?

Pima Water requested an increase in annual revenues of 87.25% or \$2,308,058. If the Commission approves the Company’s request, the bill for a residential customer using 6,051 gallons per month will increase from \$12.89 to \$19.39 per month.

Pima Sewer requested an increase in annual revenues of 57.55% or \$2,122,087. If the Commission approves the Company’s request, a residential customer’s monthly sewer bill would increase from \$26.04 per month to \$41.20.

When will the rates change?

The Commission Staff, and any other interested parties, have an opportunity to conduct a thorough review and provide evidence to the Administrative Law Judge who will make a recommendation to the Commission, the ultimate decider of the new rates.

Under the Commission’s rules for processing rate cases, new rates are expected to become effective on or about February 1, 2027.

What can I do if I struggle to pay my bill?

There are several programs that provide assistance to qualifying individuals. Customers can call the Arizona Department of Economic Security at their state-wide toll-free number, 1-800-582-5706, for information on eligibility and application requirements. Please also refer to the Financial Assistance Programs listed on the Arizona Corporation Commission website: <https://azcc.gov/utilities/financial-assistance-programs>

JW provides flexible payment options for residential and business customers to allow for additional time to spread out past due balances and make payments more manageable. JW also encourages customers to check for leaks and practice smart water use. A leaky toilet, faucet, or showerhead will increase water usage which ultimately increases your bill.

What if I have additional questions?

These FAQs will be posted to our website. Additionally, any updates can be found on our website:

[Home - Pima Utility Company](#)

In addition, you can contact our Customer Service department:

By phone: 888-712-1120

By email: ContactUs@PimaUtility.com