

Lago Del Oro, Quail Creek and Ridgeview Rate Cases

Frequently Asked Questions



What is Lago Del Oro, Quail Creek and Ridgeview?

Lago Del Oro (Lago Del Oro Water Company), Quail Creek (Quail Creek Water Company, Inc.) and Ridgeview (Ridgeview Utility Company) are Arizona public service corporations providing water utility services to over 10,000 customers in the active adult communities of SaddleBrooke, portions of the unincorporated community of Catalina, and Quail Creek and Stone House developments in the Town of Sahuarita.

Are these new companies?

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

When were the rate cases filed?

On August 29, 2025, Lago Del Oro, Quail Creek, and Ridgeview concurrently filed applications with the Arizona Corporation Commission (Commission) seeking increases in rates and charges for water utility services.

Who sets the rates customers pay?

The Commission.

When were the current rates established?

Lago Del Oro’s and Quail Creek’s rates were set in rate cases in 2014 and 2015, respectively. Ridgeview has never had a rate case. Their rates were set 25 years ago, in 2000, when the Certificate of Convenience and Necessity was granted and the service area created.

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.

Who is JW Water Utility Company?

In this case, JW proposes to consolidate the rates of Lago Del Oro, Quail Creek, and Ridgeview into a single water utility company to be called JW Water Utility Company (JW WUC).

How much are the requested rate increases?

JW is requesting to consolidate the rates of Lago Del Oro, Quail Creek and Ridgeview and increase annual water revenues by \$2,009,982 or 37.96%. Below is a breakdown by utility assuming Commission approval of consolidation and the proposed revenue increase.

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Today, the average residential customer of Lago Del Oro uses 6,002 gallons per month and their current monthly bill is \$27.21. Under JW WUC this residential customer using 6,002 gallons per month would see an increase to their monthly bill of \$12.61 or 46.37%.

Comparatively, the average residential customer of Quail Creek uses 4,388 gallons per month and their current monthly water bill is \$35.34. Under JW WUC this residential customer using 4,388 gallons per month would see a *decrease* to their monthly bill of \$2.29 or 6.49%.

Finally, the average residential customer of Ridgeview uses 7,743 gallons per month and pays about \$51.40 per month. Under JW WUC this residential customer using 7,743 gallons would see a *decrease* to their monthly bill of \$4.27 or 8.32%.

Does the Commission have to approve the request to consolidate the rates?

No.

How much will my monthly bill increase if the Commission does not grant JW's request to consolidate Lago Del Oro, Quail Creek and Ridgeview rates?

If the Commission does not approve the request to consolidate Lago Del Oro, Quail Creek and Ridgeview, the proposed annual increase in revenues for Lago Del Oro on a stand-alone basis is \$846,056 or 28.03%. The proposed increase in annual revenues for Quail Creek is \$703,376 or 36.52%. And, for Ridgeview the proposed increase in annual revenues is \$464,145 or 132.41%.

Under the "stand-alone scenario," the average residential customer of each utility would see an increase to their monthly bill. The bill of the Lago Del Oro customer using 6,002 gallons per month would increase \$3.35 or 12.31% per month. A Quail Creek customer using 4,388 gallons per month would see an increase of \$13.15 or 37.21%. And the Ridgeview customer using 7,743 gallons per month would see an increase of \$36.54 or 71.09%.

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 September 1, 2026.

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Why are the requested increases so high?

The rates for these companies were set 10 to 25 years ago. Costs today are considerably higher than they were all those years ago. Over the last 10 years, general inflation in the U.S. has been approximately 38%. And over the last 25 years, U.S. inflation has been over 90%.

Utility companies, including Lago Del Oro, Quail Creek and Ridgeview, are not immune to the impacts of inflation. They have experienced increases in the costs of purchasing power to run wells and water treatment plants, as well as increases in the costs of chemicals, insurance and salaries and wages. Meanwhile, they have continued to make necessary investments in the water systems to ensure safe and reliable water service is delivered to customers.

What can I do if I struggle to pay a 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 websites, along with any updates can be found on our websites:

www.jwwater.com/lagodelorowater

www.jwwater.com/quailcreekwater

www.jwwater.com/ridgeviewutility

In addition, you can contact our Customer Service department:

By phone: 844-257-2297

By email:

ContactUs@LagoDelOroWater.com

ContactUs@QuailCreekWater.com

ContactUs@RidgeviewUtility.com

If you have an emergency, please call us at 800-349-9577