



Contact Us

By Phone

Lago Del Oro Water Co.
844.257.2297

Mountain Pass Utility Co.
844.257.2297

Picacho Water Co.
480.895.4326

Picacho Sewer Co.
480.895.4326

Pima Utility Co.
480.895.1366

Quail Creek Water Co.
844.257.2297

Ridgeview Utility Co.
844.257.2297

SaddleBrooke Utility Co.
844.257.2297

By Email

info@jwwater.net

Dear Valued Customer,

As you may have already heard, JW Water recently completed the purchase of eight of Robson's water and sewer utilities in Arizona that serve several communities, including Sun Lakes, Quail Creek, Robson Ranch, SaddleBrooke Ranch, and SaddleBrooke and the Catalina area. This letter will provide some basic information as well as contact information for those who desire to learn more about JW Water and the water and sewer utilities that serve you.

Why this change occurred:

Robson's core business has always been developing residential communities. Meanwhile, Arizona faces an ongoing drought and water scarcity issues and increased regulatory challenges have created a need for more robust and resilient water and water reclamation systems. By selling to JW Water, Robson has obtained a partner focused entirely on investing in water and wastewater infrastructure, which is critical to ensuring the long-term sustainability of our region's water supply and your safe and reliable utility services.

What it means for you:

There will be little immediate change in your water and/or sewer utility service. The same people that have operated those systems continue to do so today and JW Water has the experience and personnel to ensure the continued provision of safe, reliable and compliant water and sewer utility services in the short and long term. JW Water is committed to meeting the growing resource and regulatory challenges.

This means JW Water will be investing in water and wastewater infrastructure to ensure we are able to continue meeting the demand for water supply and wastewater treatment capacity in the region. In the future, rate adjustments are going to be necessary to allow us to meet the growing needs of the community, continue improving our service offerings, and maintain financial stability. All such changes will require approval of the Arizona Corporation Commission.

Our primary goal is to ensure minimal disruption to the services you rely on. We will continue to communicate updates with you as we move through this process. To that end, please understand our website, www.jwwater.net, is currently being upgraded and is under construction. Please continue to check for updates. In the meantime, should you have any questions, please contact our customer service offices.

Thank you for your patience and support as we move through this transition.

Sincerely,

Jason Williamson

CEO, JW Water