

**GLOBAL WATER CONTRACTS WITH THE CITY OF MENLO PARK, CALIFORNIA, FOR
METER READING, BILLING, AND CUSTOMER SERVICES**

PHOENIX - January 12, 2010 – Global Water Resources, Inc. (“Global Water”) and the City of Menlo Park, California (“Menlo Park” or the “City”) announced today that they have entered into an agreement for Global Water to provide meter reading, billing, and customer services for the City’s water utilities. The agreement falls under Global Water’s **FATHOM™** Utility-to-Utility (“U₂U™”) Solutions service offering which was developed to outsource the integrated information technology infrastructure Global Water developed and currently utilizes in operating its regulated utilities.

FATHOM is deployed as an integrated suite of utility-to-utility services including Advanced Metering Infrastructure (“AMI”), Customer Information System (“CIS”) and Asset Management solutions. The solution is hosted in a secure cloud computing environment, which makes implementation rapid and requires no additional IT personnel or infrastructure from the City. The platform has been proven to significantly lower utility operating costs while improving service levels and is deployed as a turn-key, bundled solution including financing.

“We are excited about **FATHOM** and the opportunity to work with the City of Menlo Park” said Trevor Hill, President and CEO, Global Water. “We have made a substantial investment in implementing state-of-the-art automated meter reading, customer service, and billing systems and have been extremely happy with the value they have added to our organization. **FATHOM** gives us a unique opportunity to provide this same technology to municipalities with no up-front capital and zero risk.”

The scope of the agreement will give the City of Menlo Park timely production and distribution of customer bills and will support their customers with a fully staffed call center. The agreement also includes creation and distribution of customer service work orders that make use of an integrated system for tracking and reporting. City customers will have access to a customer service web portal allowing them to make on-line bill payments, monitor consumption, and compare usage with other customers in the service area. Collection services will include utilization of integrated voice response (“IVR”) technology for streamlined customer notification and payment options. The agreement will also provide the City’s management with customized financial and regulatory reports.

“The contract with Global Water represents a significant upgrade to our existing customer billing and service enterprise” stated Ruben Nino, Assistant Director of Public Works. “Global brings economies of scale to smaller utility operations which is a win-win for the City and our customers.”

Menlo Park, a Tree City USA community, is in San Mateo County. Situated on “The Peninsula”, it is conveniently located between San Francisco on the north and San Jose on the south. It is home to more than 30,000 people and many large businesses, including Stanford Research Institute’s 65-acre main campus, which boasts more than one million square feet of space.

About Global Water

Global Water is a leading water resource management and technology company that owns and operates water, wastewater and recycled water utilities, and provides technology-enabled services through its unique platform, **FATHOM** Utility-to-Utility (“U₂U™”) Solutions. Initially developed by Global Water to support and optimize its own utilities, **FATHOM** is an integrated suite of advanced technologies proven to increase revenue, decrease costs and bring heightened efficiencies to municipally-owned utilities.

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