

## **FATHOM™ PLATFORM CONTRACT APPROVED BY CITY OF SOUTH PASADENA**

**PHOENIX – August 17, 2012** – Global Water Resources, Inc. (“Global Water”) and the City of South Pasadena, California (“South Pasadena” or the “City”) today announced that the City Council approved the contract for Global Water’s FATHOM™ Customer Information System Utility-to-Utility Solution for the City. A multi-year, comprehensive customer care and utility billing services contract was signed to support the City’s water, wastewater and refuse operations.

Global Water’s FATHOM™ platform will service approximately 6,200 service connections and offers South Pasadena an opportunity to influence water conservation efforts with access to industry-leading technologies and a high level of automated services to its customers, including online and mobile account access, paperless billing and pay-by-phone options.

“This agreement will save the City over a \$100,000 a year, so of course we are thrilled to advance this partnership with a utility,” said Chu Thai, Finance Director, City of South Pasadena. “The customer service enhancements that will be offered through the program are the best in the sector and beyond what we can deliver efficiently on our own. It is another demonstration of the City’s commitment to innovation and customer service.”

“As a utility, Global Water has a long history of innovation, exceptional service and increased efficiencies. With this latest partnership, FATHOM™ now services over 250,000 people in California,” Trevor Hill, President and CEO of Global Water stated. “Now, with our platform, South Pasadena citizens will benefit from FATHOM U2You™ and FATHOM™ Mobile, our web and smartphone portals. They will have access to meaningful data in order to make the best decisions regarding their consumption. These service improvements, coupled with the savings and efficiencies we bring to the City, further exemplify the true power of FATHOM™.”

FATHOM™ is deployed as an integrated suite of utility-to-utility services including Advanced Metering Infrastructure, Customer Information System and Asset Management solutions to bring heightened efficiencies to utility operations and has been proven to streamline critical business processes providing immediate cost savings. FATHOM™ is a turn-key solution hosted in a secure cloud computing environment, which ensures rapid implementation and requires no additional IT personnel or infrastructure. As such, FATHOM™ significantly reduces utility operating costs while improving service levels.

### **About GWR Global Water Resources Corp and Global Water**

GWR Global Water Resources Corp. owns an approximate 48.1% interest in Global Water, 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 (“U<sub>2</sub>U™”) Solutions. Initially developed by Global Water to support and optimize its own utilities, **FATHOM™** OS is a cloud-based geo-spatial integrated suite of utility-to-utility solutions proven to increase utility revenue, decrease operating costs and improve customer service. *FATHOM™ puts water management tools in customers’ hands.*

### **For more information, please contact:**

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