



ORIGINAL



0000035685

A subsidiary of Pinnacle West Capital Corporation

David J. Rumolo  
Manager  
Regulation and Pricing

Tel. 602-250-3933  
Fax 602-250-3003  
e-mail [David.Rumolo@aps.com](mailto:David.Rumolo@aps.com)

Mail Station 9708  
PO Box 53933  
Phoenix, Arizona 85072-3933

56

December 8, 2005

Docket Control  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007

RE: PARAGRAPH 32 (g) AS REQUIRED BY DECISION.NO. 68112  
DOCKET NO'S. E-01345A-04-0657 AND E-01345A-03-0775

Dear Sir or Madam:

Pursuant to Paragraph 32 (g) of the Commission-approved Proposed Settlement Agreement regarding demand estimation, APS is submitting the section of its No Access policy which addresses the handling of no access accounts by the meter read areas. This section of the policy ensures corrective measures, including periodic meter location inspections, are being taken to obtain access.

If you have any questions, please feel free to call me at 602-250-3933.

Sincerely,

David J. Rumolo  
Manager  
Regulation and Pricing

Attachment

DJR/jms

cc: Brian Bozzo, Compliance Officer  
Docket Control, original plus 15

AZ CORP COMMISSION  
DOCUMENT CONTROL

2005 DEC - 8 P 4: 48

RECEIVED

**APS Policy/Procedures for No Access Accounts  
Responsibilities of  
Access Admin (Metro)  
Head Meter Reader or Business Office (State)**

The following describes the activities that will be performed by the Access Administrator in the Metro division and the Head Meter Reader or Business Office in the State divisions. On a daily basis, the access report KM49R10 - NO ACCESS METERS is processed. This report sorts accounts by the number of months in which access issues have been indicated by the meter reader.

**1<sup>st</sup> Month –**

- If the meter reader did not leave door hanger and entered a code “41” in the hand held, a Meter Access Request letter will be sent to the customer.

**2<sup>nd</sup> Consecutive Month –**

- If the meter reader did not leave door hanger and entered a code “41” in the hand held, a Meter Access Request letter will be sent to the customer.
- Outbound dialer will update account with call action (2 or more consecutive months no access).

**3<sup>rd</sup> Consecutive Month –**

- All customers (with access issue) will be sent the 3<sup>rd</sup> Month No Access Letter.
- Outbound dialer will update account with call action (2 or more consecutive months no access).
- Attempt to contact the customer by using phone numbers listed in CIS.
- Enter “Access” note in CIS stating:
  - Customer sent Meter Access Request letter 3 consecutive months.
  - Phone contact results.
  - What access resolution is.

**4th Consecutive Month -**

- Review all accounts listed on the report
- Attempt to contact the customer by using phone numbers listed in CIS.
- Change TOU rate to standard rate.
- Generate a “No Access Post Card – via the custops website (the postcard will instruct the customer to contact Call Center to obtain access solutions to avoid future interruption of service. The residential post card will also

- indicate we will be changing the customer's rate to a non-time of use or STANDARD RATE option for billing and estimating purposes.
- Outbound dialer will update account with call action (2 or more consecutive months no access).
  - Enter "Access" note in CIS stating:
    - Customer has had Door hanger/Meter Access Request letter 4 consecutive months.
    - Phone contact results.
    - "No Access" Post Card has been sent.
    - What access resolution is.
    - Customer has been changed from TOU to standard rate.

### **5<sup>th</sup> Consecutive Month –**

- Review the report and confirm:
  - The customer has received the appropriate notification for the previous 4 consecutive months (door hangers, letters, and/or postcard).
  - The outbound calls have been made.
  - Attempts have been made to contact the customer (via phone)
- Outbound dialer will update account with call action (2 or more consecutive months no access).
- Research account thoroughly to ensure that customer has **not** responded (to any access door hangers, letters, dialer calls and post card ) to resolve access issue.
- Attempt to contact the customer by using phone numbers listed in CIS.
- If access issue is unresolved, contact the Meter Reading Section Leader and the Meter Reading Coordinator (via e-mail) stating that this is the 5<sup>th</sup> consecutive month with no access. They will attempt to make field contact with the customer to offer access solutions. In addition, they will also make periodic meter inspections to verify that corrective measures are taken.
- Generate an Active Account No Access letter – via the custops website (The letter will instruct the customer to contact the Call Center to obtain access solutions to avoid interruption of service. It will also inform the customer of their service disconnection following the next scheduled read date if the meter is still inaccessible).
- Enter "Access" note in CIS stating:
  - Customer has had Door hanger/Meter Access Request letter 5 consecutive months.
  - Phone contact results.
  - What the access resolution is.
  - Active Account No Access letter has been sent.

## 6<sup>th</sup> Consecutive Month -

- Review the report and confirm:
  - The customer has received the appropriate notification for the previous 5 consecutive months (door hangers, letters, and/or postcard).
  - The outbound calls have been made.
  - Attempts have been made to contact the customer (via phone and field visit).
  - Research the account for any indication that the customer has called to resolve the access issue.
- Outbound dialer will update account with call action (2 or more consecutive months no access).
- Check for Service Interruption notice.
- Create and schedule Shut-Off order and put on will call – make sure instructions on the order are clear by stating the complete access issue.
- Notify Meter Reading Section Leader and production coordinator and cc the Meter Reading and Field Service Manager (via e-mail) that a shut off order has been created. It will be the Section Leaders responsibility to cancel or schedule the order within 3 working days of notification.
- Enter “Access” note in CIS stating:
  - Customer has received access communications for the past 6 consecutive months.
  - Attempts have been made to contact customer by phone.
  - “Shut-off order has been created because of 6 consecutive months no access”. Indicate reasons, i.e.: latch on inside middle portion of gate, locked.
  - Referred to Meter Reading Section Leader.

If the access issue involves certain key accounts (e.g., hospital, public safety, large commercial), the account rep for that customer is also notified about the access issue, the failure of attempts to resolve the issue, etc.