



0000055124

WILLIAM A. MU  
CHAIRMAN  
JIM IRVIN  
COMMISSIONER  
MARC SPITZER  
COMMISSIONER



06 MC

BRIAN C. McNEIL  
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

RECEIVED

2002 MAY -8 A 8: 02

May 7, 2002

AZ CORP COMMISSION  
DOCUMENT CONTROL

Mr. Joseph E. Mais  
Brown & Bain, P.A.  
2901 North Central Avenue  
Post Office Box 400  
Phoenix, Arizona 85001-0400

**In Re:** *Citizens Communications Company/PPFAC Docket No. E-01032C-00-0751*

Dear Mr. Mais:

I am writing as a follow up to the Public Meeting held in Nogales February 19<sup>th</sup> at which the Citizens Utilities' ("Citizens") proposed rate increase was discussed. During the meeting, the Commission heard countless complaints regarding price volatility that could have been the result of inaccurate meter readings by Citizens. My fellow Commissioners and I did not take these complaints lightly and believe that further explanation from Citizens is warranted.

During the meeting I specifically requested that Citizens provide a complete explanation of how the discrepancies in meter reads occurred during the months in question. As of this date, the Commission has not heard from Citizens regarding this issue. I want to make it clear that I feel that this issue is serious and want to assure that the rate payers of the Santa Cruz and Mojave Counties are provided answers to their concerns.

As such, please provide a response to this letter within 21 days explaining how the discrepancies relating to meter reads occurred during the times in question. Please note that my fellow Commissioners and I are aware that the months of January and December were cooler than average, but I truly believe that this accounts for only a portion of the variance in usage billed during the months in question. My fellow Commissioners and I look forward to your response.

Sincerely,

Commissioner Jim Irvin

Arizona Corporation Commission

DOCKETED

MAY 08 2002

DOCKETED BY	
-------------	--

Cc: Chairman William Mundell, Arizona Corporation Commission  
Commissioner Marc Spitzer, Arizona Corporation Commission  
Ernest Johnson, Director Utilities Division, Arizona Corporation Commission