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AZ CORP COMMISSION  
DOCUMENT CONTROL

May 28, 2002

Arizona Corporation Commission

DOCKETED

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

MAY 29 2002

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Dear Commissioner Irvin:

Thank you for your letter of May 7, 2002 regarding the Public Meeting held in Nogales on February 19, 2002. I appreciate that the subject of your inquiry is serious and that you and Commissioners Mundell and Spitzer want to make certain that ratepayers in Citizens' service area are not subjected to improper charges due to inaccurate meters or meter readings.

Following the Public Meeting in Nogales, Citizens, under the direction of Ernesto V. Ojeda, District Manager for Citizens' Santa Cruz operations, investigated the metering and billing for each of the fifteen customers who stated at the Public Hearing that they believed their bills appeared to be unreasonably high. That investigation identified a single customer, Jose Luis Maytarena, whose meter had a damaged dial and was not properly registering. This meter has now been replaced and the customer's bill adjusted to correct overcharges resulting from the dial malfunction.

In all other cases, Citizens determined, after rereading the meters at issue, that the readings appeared to be correct. In each case, Citizens then reviewed that customer's historic records to determine whether the customer's consumption (in January 2002) was consistent with the customer's consumption in previous winters. In all cases where the customer's consumption had significantly increased in January 2002, Citizens conducted leak investigations (no leaks were found), did walk-throughs, gave customers energy saving booklets and advised customers on conservation measures. Citizens was unsuccessful in attempting to contact one such customer in this category, Tubac Ironworks, so it sent this customer a letter dated March 6, 2002, which presented Citizens' findings and recommendations in writing. A copy of this letter is attached as Exhibit 1.

Customer-specific information regarding the investigation performed by Citizens, the results of that investigation and Citizens' communications to the customer of the results of its investigation and, where appropriate, its advice to the customer as to possible cost-minimizing efforts, are set forth in a schedule attached to this letter as Exhibit 2.

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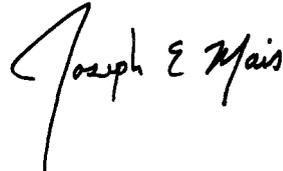
Commissioner Jim Irvin

-2-

May 28, 2002

I trust this letter and the attachments hereto adequately addresses your concerns. However, you should feel free to contact me if I can provide further information relating to your inquiry.

Sincerely,

A handwritten signature in black ink that reads "Joseph E. Mais". The signature is written in a cursive style with a large initial "J" and a distinct "E".

Joseph E. Mais

Commissioner Jim Irvin  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007

BY HAND DELIVERY

JEM/sjl

Enclosure

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March 6, 2002

Tubac Iron Works  
Attn: Melissa Bodenhamer  
P.O. Box 3321  
Tubac, AZ 85646

Dear Ms. Bodenhamer,

I am sending this letter to provide you with some information regarding the gas leak investigation that we conducted at 14 Plaza Rd. on March 5, 2002.

Our serviceman, Antonio Durazo, was asked to conduct the investigation based on our conversation regarding the high consumption your service has had this year. As you know, our servicemen read your meter and verified that the reading used to bill your service was correct. A comparison of your usage from 2000 to 2001 indicates that your consumption has increased considerably.

We did not find any leaks in the service. I did want to mention to you that an employee at the store told our serviceman that they were turning on the furnace quite often and he did find it running when he arrived yesterday. I thought it would be important to mention it to you since this could be an explanation for the increase in consumption.

Please contact me if you would like to discuss your account or if you have any questions. My direct phone number is (520) 761-7957.

Cordially,

Irma L. Martinez  
Customer Service Supervisor

2

7	John Jackson	Bad electric reading	<p>Re-read his meter. The meter reading indicated that his previous months reading was under read. We met with him to show him how to read the meter (he expressed an interest in learning this at the hearing). We met with Mr. Jackson and explained that previous reads indicate he was under read in December the reads self corrected in January. Customer was satisfied. We also spoke with Mr. Jackson about the electric service problems that he reported on electric. He said that he really hadn't had any problems recently, just when there is thunder and lightning. We asked him to call if he's seeing any problems to be sure to call so that we can find out what the problem is.</p>
8	Heidi Ortiz	Service problems in Patagonia Lake Estates	<p>Customer problem in this area reported and resolved the month prior to the hearings. To verify this voltage recordings were taken for two weeks afterward and results showed that the problem was corrected. The week following the hearing the line crew patrolled the area and everything looked good. Voltage recorders were again set to monitor this area and verify that the voltage is OK at various points through out this area. At a later date Mr. Pike said that he's seen his lights blinking. A clamp was found loose on the take-off to Ed Pike's home. It was changed out and a voltage recorder set. Still later Mr. Pike told our technician that he is seeing the problem on two of his outlets. Voltage recorder were set both outside and inside of his home (this has been done several times since the hearings). The electric service looked good inside and outside of his house (outside the house the service voltage did not go below 121V, inside the service voltage did not go below 114V). Mr. Pike has a UPS which beeps (this is the problem he is reporting), the service voltage can drop to as low as 114V, which means that the voltage drop inside the house must be designed to withstand a lower voltage (than 114V). The beeping UPS appears to be too sensitive.</p>
9	Angelica Pimentea	High gas bill, history of meter, comparison to other utilities	<p>Re-read meter, readings were correct. The customer requested a gas leak investigation. Leak investigation was done, no leaks found. We spoke with Angie Pimentea regarding parent's account, explained how meter is read and gave them some helpful information regarding energy conservation.</p>

10	Claudia Lilly	High electric bill, billing and service address different	Re-read meter, readings are correct. Met with customer to verify which address is correct, we had a different premise and mailing address. and to offer an energy audit visit. We visited customer and discussed account. Readings have been correct and customer requested an energy audit. Audit showed that the only changes could be some compact fluorescents (the house is fairly new so there aren't too many items to change. The service and billing address were corrected in the system.
11	Maria Alvarez	High gas bill (verify if this is the same as Amalia Alvarez)	Seems to be same customer as Amalia Alvarez (number 5 above), we do not have any accounts under Maria Alvarez.
12	Maria Hinojosa	High electric	Re-read meter, readings were correct. We met with the customer regarding changes that could be made for energy conservation (lower thermostat). Customer is satisfied with results.
13	Jose Luis Mayforena	High gas	On November a re-read on this service was requested by the bill techs (the monthly read was higher than normal). When the Serviceman conducted the re-read he noticed that one of the dials appeared to be stuck. A service order was subsequently issued to change out the meter. The change out didn't occur before the next billing cycle. The customer's bill will be adjusted 100 ccf because of the dial malfunction. Account usage history indicates customer has never used this much gas in winter months. We visited customer but was not home. Left energy conservation booklet and business card with message for them to call at a convenient time.
14	Lucy Martinez-El Centro Laundromat	High gas	Re-read meter, comparison of readings indicate they are correct. We visited the customer to discuss results. The customer requested a leak investigation; no leaks were found. Explained results to customer and she understood there were no billing errors.
15	Marisela Bernal	High gas	Re-read meter, readings were correct. Comparison of historical usage for another tenant that lived in the building showed a reading that was very close to the reading that concerned this customer. We spoke with the customer and explained results. We offered to do an energy audit but the customer insisted on calling us when she's ready.

No.	Customer	Nature of complaint	Resolution/Status
1	City of Nogales	High gas bill. Logic behind adjustment.	The January reading was 117% higher than their highest reading. Meter was re-read three times; a leak investigation was done. Both verified that the reading in January appeared to be correct. Citizens nevertheless reduced the bill for the month of January 2002 because the usage recorded in January was significantly higher than historic usage.
2	Enrique Davis	Extremely high gas bill	Re-read meter. Readings were correct. Conducted leak investigation – no leaks detected. We visited with the customer and discussed findings of gas leak investigation and re reads. Customer understood that we have done everything possible to investigate their account. As a follow up we have mailed brochures on energy conservation.
3	Luis Alatorre	High gas bill	Re-read meter. Readings were correct. Conducted leak investigation – no leaks found. We spoke with Mr. Alatorre, explained how gas meters are read. He will verify his reading on a monthly basis from now on.
4	Custodio Macias	High gas bill	Historical usage indicates that this reading is consistent with his usage patterns. We visited Mr. Macias and discussed findings with him. He understood the situation.
5	Amalia Alvarez	High gas bill	Historical usage indicates that this reading is consistent with this service's usage patterns. We visited the customer and explained the results of the re-read and the historical usage. Customer further requested a gas leak investigation, we conducted a leak investigation did not find any leaks. We also Red tagged (indicating the customer needs to call a plumber to make repairs before these appliances can be safely used)customers furnace and water heater. We further called a plumber for them.
6	Tubac Iron Works	High gas bill	Meter re-read. Reading OK. Conducted leak investigation. No leaks were found, employees in the store informed serviceman that they have been using furnace all day because it is small and does not heat properly. We couldn't get a hold of the customer again to recommend a different usage pattern so we sent her a letter. A copy of letter was sent to Reg Lopez at the ACC and spoke with him via telephone about this issue.