

ORIGINAL



0000120969

ARIZONA WATER COMPANY  
Robert W. Geake (No. 009695)  
Vice President and General Counsel  
3805 N. Black Canyon Highway  
Phoenix, Arizona 85012-5351  
Telephone: (602) 240-6860

RECEIVED

Arizona Corporation Commission

DOCKETED

2010 DEC 22 P 4: 30

DEC 22 2010

AZ CORP COMMISSION  
DOCKET CONTROL

DOCKETED BY

**BEFORE THE ARIZONA CORPORATION COMMISSION**

IN THE MATTER OF THE APPLICATION  
OF ARIZONA WATER COMPANY, AN  
ARIZONA CORPORATION, FOR A  
DETERMINATION OF THE FAIR VALUE  
OF ITS UTILITY PLANT AND PROPERTY,  
AND FOR ADJUSTMENTS TO ITS RATES  
AND CHARGES FOR UTILITY SERVICE  
AND FOR CERTAIN RELATED  
APPROVALS BASED THEREON.

DOCKET NO. W-01445A-08-0440

**CERTIFICATE OF FILING  
COMPLIANCE ITEM**

The Arizona Corporation Commission (the "Commission"), in Decision No. 71845 (the "Decision") at page 94, lines 1-10, directed Arizona Water Company (the "Company") to submit for Commission consideration within 120 days of the effective date of the Decision (August 25, 2010), additional Best Management Practices ("BMPs") (as set forth in the Arizona Department of Water Resources Modified Non-Per Capita Conservation Program).

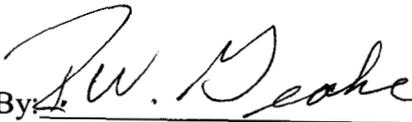
The Company is now submitting for Commission consideration the additional BMPs which are attached hereto as attachments A through J.

As further directed by the Commission in the Decision, the Company will be requesting recovery of its actual costs associated with the BMPs. The Company's ability to fully and effectively implement the BMPs is dependent upon the recovery of the cost of doing so. Accordingly, the Company will be filing, within sixty (60) days of this submittal, a request for approval of the recovery of these additional costs in the Company's next general rate case.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26

RESPECTFULLY SUBMITTED this 22<sup>nd</sup> day of December, 2010.

ARIZONA WATER COMPANY

By: 

---

Robert W. Geake  
Vice President and General Counsel  
ARIZONA WATER COMPANY  
Post Office Box 29006  
Phoenix, Arizona 85038-9006

**CERTIFICATE OF SERVICE**

1 An original and thirteen (13) copies of the foregoing were delivered this 22<sup>nd</sup> day of December,  
2 2010 to:

3 Docketing Supervisor  
4 Docket Control Division  
5 Arizona Corporation Commission  
6 1200 West Washington Street  
7 Phoenix, Arizona 85007

8 A copy of the foregoing was mailed this 22<sup>nd</sup> day of December, 2010 to:

9 Dwight D. Nodes  
10 Assistant Chief Administrative Law Judge  
11 Hearing Division  
12 Arizona Corporation Commission  
13 1200 West Washington Street  
14 Phoenix, Arizona 85007

15 Wesley C. Van Cleve, Attorney  
16 Nancy L. Scott, Attorney  
17 Legal Division  
18 Arizona Corporation Commission  
19 1200 West Washington Street  
20 Phoenix, Arizona 85007

21 Michelle Wood, Attorney  
22 Residential Utility Consumer Office  
23 1110 West Washington Street, Suite 220  
24 Phoenix, Arizona 85007

25 Nicholas J. Enoch  
26 Jarrett J. Haskovec  
Lubin & Enoch, PC  
349 North Fourth Avenue  
Phoenix, Arizona 85003  
Attorneys for IBEW Local 387

Michelle Van Quatham  
Ryley, Carlock & Applewhite  
One North Central Avenue, Suite 1200  
Phoenix, Arizona 85004  
Attorneys for Abbott Laboratories

By: *R. W. Beake*

# Attachment A

## TARIFF SCHEDULE

---

**ARIZONA WATER COMPANY**

*Phoenix, Arizona*

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: **ALL SYSTEMS**

A.C.C. No.:

Cancelling A.C.C. No.:

Tariff or Schedule No.: WC-

Filed:

To Be Determined

Effective:

To Be Determined

---

### WATER CONSERVATION – PUBLIC EDUCATION PROGRAM

#### **APPLICABILITY:**

Customers served by Arizona Water Company (the "Company").

#### **PURPOSE:**

To educate customers about conservation by providing free written information on water conservation measures to customers and by reminding them of the importance of conserving water.

#### **PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in its Modified Non-Per Capita Conservation Program.

1. The Company will communicate with customers about the importance of water conservation and inform them of available water conservation information.
2. Conservation messages will be printed on every customer's bill six times per year. The messages will include water saving tips as well as other useful conservation information.
3. Free written water conservation information will be available in the Company's local offices and from the Company's Servicemen. Also, the Company will mail information to customers on request.
4. Customer bills will include the Company's website address which has a page dedicated solely to water conservation. The conservation webpage will include information about water conservation, available and downloadable publications and links to other conservation-oriented websites.
5. The Company will also distribute water conservation information at other locations such as libraries, chambers of commerce and community events.
6. The Company will keep a record of the following information and make it available to the Commission upon request:
  - a. A description of each communication channel and the number of times it has been used.
  - b. The number of customers reached.
  - c. A description of the written water conservation materials provided to customers.

**Attachment B**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

Phoenix, Arizona

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: Navajo (Lakeside, Overgaard), Pinal Valley  
(Casa Grande, Coolidge, Stanfield), Verde Valley  
(Sedona, Pinewood, Rimrock), Superstition (Apache  
Junction, Superior, Miami)

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed:

To Be Determined

Effective:

To Be Determined

---

**WATER CONSERVATION – RESIDENTIAL AUDIT PROGRAM**

**APPLICABILITY:**

Customers served by Arizona Water Company (the "Company").

**PURPOSE:**

To promote water conservation by conducting residential water audits at customer residences.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 3: Outreach Services, 3.1: Residential Audit Program) in its Modified Non-Per Capita Conservation Program.

1. The Company will offer water audits free of charge to residential customers.
2. Water audits will include a meter check and information about how the customers can check their water meter.
3. Water audits may also include, but are not limited to, irrigation system, pool, water features, toilets, faucets and shower checks.
4. The Company will keep copies of all water audits conducted and make them available to the Commission upon request.

**Attachment C**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

*Phoenix, Arizona*

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: Cochise (Bisbee, Sierra Vista), Navajo (Lakeside, Overgaard), Pinal Valley (Casa Grande, Coolidge, Stanfield), Superstition (Apache Junction, Superior, Miami), Verde Valley (Sedona, Pinewood, Rimrock), San Manuel, Oracle and White Tank

---

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed: To Be Determined

Effective: To Be Determined

---

**WATER CONSERVATION – CUSTOMER HIGH WATER USE INQUIRY RESOLUTION**

**APPLICABILITY:**

Customers served by Arizona Water Company (the "Company").

**PURPOSE:**

To promote water conservation by assisting customers with their high water use inquiries.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 3: Outreach Services, 3.6: Customer High Water Use Inquiry Resolution) in its Modified Non-Per Capita Conservation Program.

1. The Company will process high water use inquiries as they are received.
2. Calls will be taken by Company representatives trained on how to advise customers about typical causes of high water use.
3. Upon request by a customer, a Company representative will be sent to the customer's premises to conduct a site inspection to investigate and review with the customer the possible causes of the high water use.
4. The Company will keep a record of inquiries and follow-up activities and make it available to the Commission upon request.

**Attachment D**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

*Phoenix, Arizona*

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: **Cochise (Bisbee, Sierra Vista), Navajo (Lakeside, Overgaard), Pinal Valley (Casa Grande, Coolidge, Stanfield), Superstition (Apache Junction, Superior, Miami), Verde Valley (Sedona, Pinewood, Rimrock), San Manuel, Oracle and White Tank**

---

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed: To Be Determined

Effective: To Be Determined

---

**WATER CONSERVATION – WATER WASTE INVESTIGATIONS AND INFORMATION**

**APPLICABILITY:**

Customers served by Arizona Water Company (the "Company").

**PURPOSE:**

To promote water conservation by investigating water waste complaints and by providing customers with information designed to improve water use efficiency.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 3: Outreach Services, 3.8: Water Waste Investigations and Information) in its Modified Non-Per Capita Conservation Program.

1. The Company will assign a Company representative to investigate complaints about water waste.
2. Upon receiving a water waste complaint, the assigned Company representative will conduct an investigation, educate the customer about how to prevent waste or take other appropriate action.
3. The Company will follow up on every water waste investigation.
4. The Company will keep a record of water waste complaints and follow-up activities, and make this information available to the Commission upon request.

**Attachment E**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

Phoenix, Arizona

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: **ALL SYSTEMS**

---

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed: To Be Determined

Effective: To Be Determined

---

**WATER CONSERVATION – LEAK DETECTION PROGRAM**

**APPLICABILITY:**

Arizona Water Company (the "Company") distribution systems.

**PURPOSE:**

To promote water conservation by systematically evaluating the Company's water distribution systems to identify and fix leaks.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 4: Physical System Evaluation and Improvement, 4.1: Leak Detection Program) in its Modified Non-Per Capita Conservation Program.

1. The Company will implement a water distribution system program to identify and repair leaks.
2. The Company will implement this program throughout its water distribution system specifically targeting those portions of its water distribution system that are likely to yield the highest potential water savings.
3. The Company will keep records concerning its leak detection program and will make these records available to the Commission upon request.

**Attachment F**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

Phoenix, Arizona

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: **ALL SYSTEMS**

---

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed: To Be Determined

Effective: To Be Determined

---

**WATER CONSERVATION – METER REPAIR AND/OR REPLACEMENT PROGRAM**

**APPLICABILITY:**

Arizona Water Company (the "Company") water meters.

**PURPOSE:**

To promote water conservation by identifying, testing, repairing and/or replacing under-registering water meters.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 4: Physical System Evaluation and Improvement, 4.2: Meter Repair and/or Replacement Program) in its Modified Non-Per Capita Conservation Program.

1. The Company will test, repair and/or replace water meters in accordance with its meter testing and repair guidelines which may include, but not be limited to, gallonage and length of time in service, as appropriate and necessary to maintain acceptable water meter accuracy.

2. The Company will keep records of its meter testing, repairs and/or replacements and these records will be made available to the Commission upon request.

**Attachment G**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

Phoenix, Arizona

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: Navajo (Lakeside, Overgaard), Pinal Valley  
(Casa Grande, Coolidge, Stanfield), Superstition  
(Apache Junction, Superior, Miami), Verde Valley  
(Sedona, Pinewood, Rimrock)

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed: To Be Determined

Effective: To Be Determined

---

**WATER CONSERVATION – SPECIAL EVENTS, PROGRAMS AND  
COMMUNITY PRESENTATIONS**

**APPLICABILITY:**

Customers served by Arizona Water Company (the "Company").

**PURPOSE:**

To promote water conservation by giving presentations at educational and community special events and displaying or making available water conservation information and related material at such events.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 1: Public Awareness/Public Relations, 1.2: Special Events/Programs and Community Presentations) in its Modified Non-Per Capita Conservation Program.

1. Company representatives will attend and participate in educational and community special events where Company representatives will inform customers about the importance of water conservation and provide water conservation materials. Events may include home and garden shows, art shows, community celebrations and environmental awareness programs.

2. Information will include, but not be limited to, water savings tips, home preparation recommendations for water systems, pipes, landscape maintenance for summer and winter, Xeriscape information and youth education materials.

3. The Company will keep a record of the events attended and staffed each year and make it available to the Commission upon request.

**Attachment H**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

*Phoenix, Arizona*

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: **Navajo (Lakeside, Overgaard), Pinal Valley (Casa Grande, Coolidge, Stanfield), Superstition (Apache Junction, Superior, Miami), Verde Valley (Sedona, Pinewood, Rimrock)**

---

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed: To Be Determined

Effective: To Be Determined

**WATER CONSERVATION – NEW HOMEOWNER LANDSCAPE INFORMATION**

**APPLICABILITY:**

New residential customers served by Arizona Water Company (the "Company").

**PURPOSE:**

To promote water conservation by making landscape information packets about low water use landscaping available to new residential customers.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 2: Conservation Education and Training, 2.3: New Homeowner Landscape Information) in its Modified Non-Per Capita Conservation Program.

1. The Company will make low water use landscape information packets available to new residential customers in newly constructed homes, either through direct distribution by mail, direct delivery, or through delivery by the home builder.
2. The Company will also notify new residential customers in existing homes that information about low water use landscaping is available and will provide such information to them upon request.
3. The Company will keep a record of the number of notifications sent and packets mailed and make it available to the Commission upon request.

**Attachment I**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

Phoenix, Arizona

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: Navajo (Lakeside, Overgaard), Pinal Valley  
(Casa Grande, Coolidge, Stanfield), Superstition  
(Apache Junction, Superior, Miami), Verde Valley  
(Sedona, Pinewood, Rimrock)

---

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_

Filed: To Be Determined

Effective: To Be Determined

**WATER CONSERVATION – LANDSCAPE CONSULTATIONS**

**APPLICABILITY:**

Customers served by Arizona Water Company (the "Company").

**PURPOSE:**

To promote water conservation by offering landscape consultations to residential and non-residential customers.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 3: Outreach Services, 3.2: Landscape Consultations) in its Modified Non-Per Capita Conservation Program.

1. The Company will offer landscape consultations to residential and non-residential customers. The consultations will include, but are not limited to the following:
  - a. Irrigation system evaluation
  - b. Controller programming/irrigation scheduling
  - c. Information about low water use plants, trees, and shrubs.
2. Landscape consultations will be conducted on-site and written suggestions will be provided at the time of the on-site visit or in follow-up to on-site verbal suggestions.
3. The Company will keep a record of the number of landscape consultations and make it available to the Commission upon request.

**Attachment J**  
**TARIFF SCHEDULE**

---

**ARIZONA WATER COMPANY**

*Phoenix, Arizona*

Filed by: William M. Garfield

Title: President

Date of Original Filing: To Be Determined

System: Navajo (Lakeside, Overgaard), Pinal Valley  
(Casa Grande, Coolidge, Stanfield), Superstition  
(Apache Junction, Superior, Miami), Verde Valley  
(Sedona, Pinewood, Rimrock)

---

A.C.C. No.:

Cancelling A.C.C. No.: N/A

Tariff or Schedule No.: WC-\_\_\_\_

Filed: To Be Determined

Effective: To Be Determined

**WATER CONSERVATION – CUSTOMER HIGH WATER USE NOTIFICATION**

**APPLICABILITY:**

Customers served by Arizona Water Company (the "Company").

**PURPOSE:**

To promote water conservation by monitoring for high water use and by contacting high water use customers and providing them with information on Company services that could benefit those customers.

**PROVISIONS:**

The provisions of this tariff are based on the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices (Category 3: Outreach Services Program, 3.7: Customer High Water Use Notification) in its Modified Non-Per Capita Conservation Program.

1. The Company will monitor customer water use and notify customers about high water use by telephone, email, mail, or in person.
2. Customer notifications will include information about Company services that could benefit the customer, such as audit programs and water conservation materials.
3. The Company will keep a record of the number of high water use notifications and the criteria used for determining which customers are notified and make this information available to the Commission upon request.