

OPEN MEETING AGENDA ITEM

JOHNSON UTILITIES, L.L.C.



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December 23, 2010

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Mr. Steven Olea
Utilities Director
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

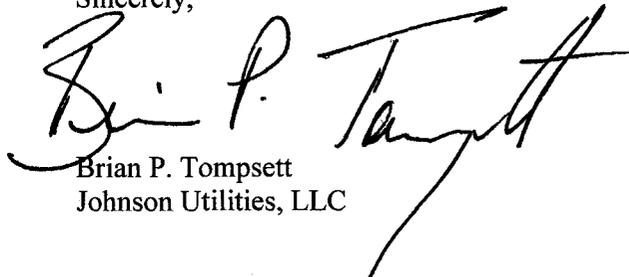
AZ CORP COMMISSION
DOCKET CONTROL

RE: Johnson Utilities, L.L.C.: Decision No. 71854
RE: Johnson Utilities' proposed Best Management Practices
WS-02987A-08-0180

Dear Mr. Olea:

Pursuant to the above mentioned decisions, Johnson Utilities hereby submits this filing in accordance with the Commission's orders. Please find the Johnson Utilities' suggested Best Management Practices attached hereto as Attachment 1. Should you have any questions or concerns, please do not hesitate to contact me. Thank you for your time and consideration in this matter.

Sincerely,

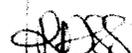


Brian P. Tompsett
Johnson Utilities, LLC

Cc: Docket Control
Mr. Ernest Johnson, Executive Director

Arizona Corporation Commission
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Attachment 1

BEST MANAGEMENT PRACTICES

Communicate at least twice a year: At least twice a year, Johnson Utilities shall communicate to customers the importance of water conservation and inform them of the water conservation information available from the provider and how to obtain the information. Communication channels shall include one or more of the following: water bill inserts, messages on water bills, provider web page, post cards, newsletters or print pieces.

Provide free written information: Johnson Utilities shall provide customers with free written information on water conservation (i.e., pamphlets, brochures). The information shall be available in the provider's office and the provider shall send information to customers on request.

Local and/or Regional Messaging Program: Johnson Utilities actively participates in a water conservation campaign with local or regional advertising. The campaign will promote ways for citizens to save water.

New Homeowner Landscape Information: Johnson Utilities will make low water use landscape information packets available to all new owners of newly constructed homes, either through direct distribution (mail or delivery) or through delivery by the home builder.

Customer High Water-Use Inquiry Resolution: Johnson Utilities will assign a designee(s) to assist citizens with their high water-use complaints. The program includes a site inspection to discover the cause of an increase in the water bill.

Customer High Water Use Notification: Johnson Utilities monitors customers for high water use. Johnson Utilities will contact the high water use customers via telephone, by email, by mail or in person. The notification will include services that could benefit the customer, such as audit programs, publications.

Residential Audit Program: Johnsons Utilities will implement an audit program for residential customers. The audit will be self-audit (provider offers self-audit kits) or be conducted by the provider or its designated representative. Audits may include indoor and/or outdoor components, and include a meter check.

Leak Detection Program: Johnson Utilities has implemented a systematic evaluation of its water distribution system to identify and fix leaks.

Meter Repair and/or Replacement Program: Johnson Utilities has implemented a program to systematically assess the meters in its water service area to identify under-registering meters and to repair or replace them.

Conservation Tariff: Johnson Utilities will file for Commission approval the implementation of a Conservation Tariff.