

ORIGINAL
OPEN MEETING



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MEMORANDUM

Arizona Corporation Commission

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TO: THE COMMISSION

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JUL 27 2011

FROM: Utilities Division



AZ CORP COMMISSION
DOCKET CONTROL

DATE: July 27, 2011

RE: **COMPLIANCE FILING PER DECISION NO. 71854** – JOHNSON UTILITIES, L.L.C. DBA JOHNSON UTILITIES COMPANY FOR AN INCREASE IN ITS WATER AND WASTEWATER RATES FOR CUSTOMERS WITHIN PINAL COUNTY, ARIZONA (DOCKET NO. WS-02987A-08-0180)

Introduction

On August 25, 2010, the Arizona Corporation Commission (“Commission”) issued Decision No. 71854 approving adjusted rates for Johnson Utilities, L.L.C. dba Johnson Utilities Company (“Company”). As part of the Decision, the Commission ordered that “Johnson Utilities, LLC, dba Johnson Utilities Company shall submit for Commission consideration within 120 days of the effective date of this Decision, at least ten Best Management Practices (as outlined in Arizona Department of Water Resource’s Modified Non-Per Capita Conservation Program). A maximum of two of these BMPs may come from the “Public Awareness/PR” or “Education and Training” categories of the BMPs. Johnson Utilities, LLC, dba Johnson Utilities Company may request cost recovery of actual costs associated with the BMPs implemented.”

Company’s Compliance Filing

On December 23, 2010, the Company filed a list of its ten proposed Best Management Practices (“BMPs”). In its review, Staff found that the BMP filings were not in tariff form and three of the BMPs needed to be modified and/or replaced.

On June 23, 2011, the Company filed its ten selected revised BMPs. Based on this revision, the Company is requesting Commission approval for the ten BMP tariffs listed below:

1. **Public Education Program Tariff:** A program for the Company to provide free written information on water conservation measures to its customers and to remind them of the importance of conserving water.
2. **New Homeowner Landscape Information Tariff – BMP 2.3:** A program for the Company to promote the conservation of water by providing a landscape information package for the purpose of educating its new customers about low water use landscaping.
3. **Residential Audit Program Tariff – BMP 3.1:** A program for the Company to promote water conservation by providing customers with information on

performing water audits to determine conservation opportunities at their residence.

4. **Customer High Water Use Inquiry Resolution Tariff – BMP 3.6:** A program for the Company to assist its customers with their high water-use inquiries and complaints.
5. **Customer High Water Use Notification Tariff – BMP 3.7:** A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation.
6. **Water Waste Investigations and Information Tariff – BMP 3.8:** A program for the Company to assist customers with water waste complaints and provide customers with information designed to improve water use efficiency.
7. **Leak Detection Program Tariff – BMP 4.1:** A program for the Company to systematically evaluate its water distribution system to identify and repair leaks.
8. **Meter Repair and/or Replacement Tariff – BMP 4.2:** A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them.
9. **Water System Tampering Tariff – BMP 5.2:** The purpose of the tariff is to promote the conservation of groundwater by enabling the Company to bring an action for damages or to enjoin any activity against a person who tampers with the water system.
10. **Low Water Use Landscaping Requirements Tariff for Model Homes in New Residential Developments – BMP 5.5:** A program for the Company to reduce water use within its service area and/or increase water use efficiency by limiting or reducing water used for specific purposes.

Staff's Analysis

Company Service Area Characteristics

The Company's water service area is within portions of the Town of Florence and areas of Pinal County. The Company is located within the Arizona Department of Water Resources' Phoenix and Pinal Active Management Areas. According to the Company's 2010 Annual Report, the Company served approximately 20,900 service connections, with the vast majority being residential customers. Staff concludes that each of the BMP tariffs proposed is relevant to the Company's service area characteristics.

Proposed Tariffs

The ten revised BMP tariffs proposed by the Company conform to the templates developed by Staff.

Recommendations

Staff concludes that the ten revised BMP tariffs proposed are relevant to the Company's service area characteristics and that these tariffs conform to the templates developed by Staff. Staff recommends approval of the Company's proposed ten revised BMP tariffs.

Staff further recommends that the Company may request cost recovery of the actual costs incurred for the implementation of the BMPs tariffs in its next rate case.



Steven M. Olea
Director
Utilities Division

SMO:MSJ:lhm\RM

Originator: Marlin Scott, Jr.

1 **BEFORE THE ARIZONA CORPORATION COMMISSION**

2 GARY PIERCE
Chairman

3 BOB STUMP
Commissioner

4 SANDRA D. KENNEDY
Commissioner

5 PAUL NEWMAN
Commissioner

6 BRENDA BURNS
Commissioner

7 IN THE MATTER OF THE APPLICATION OF)
8 JOHNSON UTILITIES COMPANY, L.L.C. DBA)
9 JOHNSON UTILITIES COMPANY FOR AN)
10 INCREASE IN ITS WATER AND WASTEWATER)
11 RATES FOR CUSTOMERS WITHIN PINAL)
12 COUNTY, ARIZONA)

DOCKET NO. WS-02987A-08-0180

DECISION NO. _____

ORDER

**COMPLIANCE FILING PER
DECISION NO. 71854 FOR ADWR
BEST MANAGEMENT
PRACTICES**

13 Open Meeting
14 August 16 and 17, 2011
15 Phoenix, Arizona

16 BY THE COMMISSION:

17 FINDINGS OF FACT

18 1. Johnson Utilities, L.L.C. dba Johnson Utilities Company (“Company”) is
19 certificated to provide water and wastewater service as a public service corporation in the State of
20 Arizona.

21 2. On August 25, 2010, the Arizona Corporation Commission (“Commission”) issued
22 Decision No. 71854 approving adjusted rates for the Company. As part of the Decision, the
23 Commission ordered that “Johnson Utilities, LLC, dba Johnson Utilities Company shall submit for
24 Commission consideration within 120 days of the effective date of this Decision, at least ten Best
25 Management Practices (as outlined in Arizona Department of Water Resource’s Modified Non-Per
26 Capita Conservation Program). A maximum of two of these BMPs may come from the “Public
27 Awareness/PR” or “Education and Training” categories of the BMPs. Johnson Utilities, LLC, dba
28 Johnson Utilities Company may request cost recovery of actual costs associated with the BMPs
implemented.”

1 3. On December 23, 2010, the Company filed a list of its ten proposed Best
2 Management Practices (“BMPs”). In its review, Staff found that the BMP filings were not in tariff
3 form and three of the BMPs needed to be modified and/or replaced.

4 4. On June 23, 2011, the Company filed its ten selected revised BMPs. Based on this
5 revision, the Company is requesting Commission approval for the ten BMP tariffs listed below:

- 6 • **Public Education Program Tariff:** A program for the Company to provide free
7 written information on water conservation measures to its customers and to remind
8 them of the importance of conserving water.
- 9 • **New Homeowner Landscape Information Tariff – BMP 2.3:** A program for the
10 Company to promote the conservation of water by providing a landscape information
11 package for the purpose of educating its new customers about low water use
12 landscaping.
- 13 • **Residential Audit Program Tariff – BMP 3.1:** A program for the Company to
14 promote water conservation by providing customers with information on performing
15 water audits to determine conservation opportunities at their residence.
- 16 • **Customer High Water Use Inquiry Resolution Tariff – BMP 3.6:** A program for the
17 Company to assist its customers with their high water-use inquiries and complaints.
- 18 • **Customer High Water Use Notification Tariff – BMP 3.7:** A program for the
19 Company to monitor and notify customers when water use seems to be abnormally high
20 and provide information that could benefit those customers and promote water
21 conservation.
- 22 • **Water Waste Investigations and Information Tariff – BMP 3.8:** A program for the
23 Company to assist customers with water waste complaints and provide customers with
24 information designed to improve water use efficiency.
- 25 • **Leak Detection Program Tariff – BMP 4.1:** A program for the Company to
26 systematically evaluate its water distribution system to identify and repair leaks.
- 27 • **Meter Repair and/or Replacement Tariff – BMP 4.2:** A program for the Company to
28 systematically assess all in-service water meters (including Company production
meters) in its water service area to identify under-registering meters and to repair or
replace them.
- **Water System Tampering Tariff – BMP 5.2:** The purpose of the tariff is to promote
the conservation of groundwater by enabling the Company to bring an action for
damages or to enjoin any activity against a person who tampers with the water system.
- **Low Water Use Landscaping Requirements Tariff for Model Homes in New
Residential Developments – BMP 5.5:** A program for the Company to reduce water

1 use within its service area and/or increase water use efficiency by limiting or reducing
2 water used for specific purposes.

3 **Staff's Analysis**

4 Company Service Area Characteristics

5 5. The Company's water service area is within portions of the Town of Florence and
6 areas of Pinal County. The Company is located within the Arizona Department of Water
7 Resources' Phoenix and Pinal Active Management Areas. According to the Company's 2010
8 Annual Report, the Company served approximately 20,900 service connections, with the vast
9 majority being residential customers. Staff concludes that each of the revised BMP tariffs
10 proposed is relevant to the Company's service area characteristics.

11 Proposed Tariffs

12 6. The ten revised BMP tariffs proposed by the Company conform to the templates
13 developed by Staff.

14 **Recommendations**

15 7. Staff concludes that the ten revised BMP tariffs proposed are relevant to the
16 Company's service area characteristics and that these tariffs conform to the templates developed
17 by Staff. Therefore, Staff recommends approval of the Company's proposed ten revised BMP
18 tariffs attached hereto as Exhibit A.

19 8. Staff further recommends that the Company may request cost recovery of the actual
20 costs incurred for the implementation of the BMP tariffs in its next rate case.

21 CONCLUSIONS OF LAW

22 1. The Company is an Arizona public service corporation within the meaning of
23 Article XV, Section 2, of the Arizona Constitution.

24 2. The Commission has jurisdiction over the Company and of the subject matter in
25 this Application.

26 3. The Commission having reviewed the filing and Staff's Memorandum dated
27 July 27, 2011, concludes that it is in the public interest to approve the proposed ten revised BMP
28 tariffs attached hereto as Exhibit A.

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ORDER

IT IS THEREFORE ORDERED that Johnson Utilities, L.L.C. dba Johnson Utilities Company's ten BMP tariffs attached hereto as Exhibit A are hereby approved.

IT IS FURTHER ORDERED that Johnson Utilities, L.L.C. dba Johnson Utilities Company shall file with Docket Control, as a compliance item in this docket, the ten BMP tariffs authorized herein within 30 days of the effective date of this Decision.

IT IS FURTHER ORDERED that this Decision shall become effective immediately.

BY THE ORDER OF THE ARIZONA CORPORATION COMMISSION

CHAIRMAN	COMMISSIONER	
COMMISSIONER	COMMISSIONER	COMMISSIONER

IN WITNESS WHEREOF, I, ERNEST G. JOHNSON, Executive Director of the Arizona Corporation Commission, have hereunto, set my hand and caused the official seal of this Commission to be affixed at the Capitol, in the City of Phoenix, this _____ day of _____, 2011.

ERNEST G. JOHNSON
EXECUTIVE DIRECTOR

DISSENT: _____

DISSENT: _____

SMO:MSJ:lm\RM

1 SERVICE LIST FOR: Johnson Utilities, L.L.C. dba Johnson Utilities Company
2 DOCKET NO.: WS-02987A-08-0180

3 Mr. Jeffrey W. Crockett
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24 Mr. Steven M. Olea
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26 Arizona Corporation Commission
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Exhibit A

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

Public Education Program Tariff

PURPOSE

A program for the Company to provide free written information on water conservation measures to its customers and to remind them of the importance of conserving water (Required Public Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall provide two newsletters to each customer; one to be provided in the spring, the other in the fall. The goal of the letters is to provide timely information to customers in preparation of the hot summer months, and the cold winter months, in regards to their water uses. The Company shall remind customers of the importance of water conservation measures and inform them of the information available from the Company.
2. Information in the newsletters shall include water saving tips, home preparation recommendations for water systems/pipes, landscape maintenance issues for summer and winter, water cistern maintenance reminders and additional pertinent topics. Where practical, the Company shall make this information available in digital format which can be e-mailed to customers upon request or posted on the Company's website.
3. Communication channels shall include one or more of the following: water bill inserts, messages on water bills, Company web page, post cards, e-mails and special mailings of print pieces, whichever is the most cost-effective and appropriate for the subject at hand.
4. Free written water conservation materials shall be available in the Company's business office and the Company shall send information to customers on request.
5. The Company may distribute water conservation information at other locations such as libraries, chambers of commerce, community events, etc., as well.
6. The Company shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of each communication channel (i.e., the way messages will be provided) and the number of times it has been used.
 - b. The number of customers reached (or an estimate).
 - c. A description of the written water conservation material provided free to customers.

Decision No. _____

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to promote the conservation of water by providing a landscape information package for the purpose of educating its new customers about low water use landscaping (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. Upon establishment of water service the Company shall provide a free "Homeowner Landscape Packet" to each new customer in the Company's service area. The packet will include at a minimum: a cover letter describing the water conservation expectations for all customers in the Company's service area, all applicable tariffs, a basic interior-exterior water saving pamphlet, xeriscape landscape information, and information on where to find low water use plant lists, watering guidelines, and a rain water harvesting pamphlet.
2. Upon customer request, the Company shall provide:
 - a. On-site consultations on low water use landscaping and efficient watering practices.
 - b. A summary of water saving options.
3. The number of packets provided to new customers will be recorded and made available to the Commission upon request.

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

Residential Audit Program Tariff – BMP 3.1

PURPOSE

A program for the Company to promote water conservation by providing customers with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter. The audit kit shall include but not be limited to information on checking the following components: irrigation system, pool, water features, toilets, faucets and shower.
4. If requested, the Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing high water usage as well as supply customer with information regarding water conservation and landscape watering guidelines. As part of the water audit, and if requested to do so by the customer, the Company shall confirm the accuracy of the customer meter (applicable meter testing fees shall apply).
5. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the water conservation material provided in the kit.
 - b. The number of kits provided to customers.
 - c. Implementation costs of the Residential Audit Program.

Decision No. _____

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Calls shall be taken by a customer service representative who has been trained on typical causes of high water consumption as well as leak detection procedures that customers can perform themselves.
3. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to conduct a leak detection inspection and further assist the customer with water conservation measures.
4. The Company shall follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of at least the following water-saving precautions:
 - a. Check for leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Check landscape watering system valves periodically for leaks and keep sprinkler heads in good shape.
 - c. Adjust sprinklers so only the vegetation is watered and not the house, sidewalk, or street, etc.
 - d. Continue water conservation efforts with any pools such as installing covers on pools and spas and checking for leaks around pumps.
6. In the notification, the customer will also be reminded of at least the following ordinary life events that can cause a spike in water usage:
 - a. More people in the home than usual taking baths and showers.
 - b. Doing more loads of laundry than usual.
 - c. Doing a landscape project or starting a new lawn.
 - d. Washing vehicles more often than usual.

Decision No. _____

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

7. The Company shall provide water conservation information that could benefit the customer, such as, but not limited to, audit programs, publications, and rebate programs.
8. The Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing the high water usage as well as supply customer with information regarding water conservation and landscape watering guidelines. As part of the water audit the Company shall confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees shall apply).
9. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Decision No. _____

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

Water Waste Investigations and Information Tariff – BMP 3.8

PURPOSE

A program for the Company to assist customers with water waste complaints and provide customers with information designed to improve water use efficiency (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.8: Water Waste Investigations and Information).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission specifically R14-2-403 and R14-2-410 and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle water waste complaints as calls are received.
2. Calls shall be taken by a customer service representative who has been trained to determine the type of water waste and to determine if it may be attributed to a leak or broken water line.
3. The Company shall follow up on every water waste complaint.
4. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to investigate further and notify the responsible party of the waste and offer assistance and information to prevent waste in the future.
5. A letter of enforcement will be issued to customers with water running beyond the curb and/or off the customers property due to such things as, but not limited to, backwashing of pools, broken sprinkler heads, and over watering of lawns beyond the saturation point.
6. The same procedures outlined above in item #4 will be followed in the event of a second violation. Termination of service may result in the event of the third violation within a 12 month period. In the event of a third violation the customer's service may be terminated per Arizona Administrative Code R14-2-410C, R14-2-410D and R14-2-410E (applicable service reconnection fees shall apply).
7. The Company shall record each account and each instance noted for water waste, the action taken and any follow-up activities.
8. Subject to the provisions of this tariff, compliance with the water waste restriction will be a condition of service.
9. The Company shall provide to its customers a complete copy of this tariff and all attachments upon request and to each new customer. The customer shall abide by the water waste restriction.

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

10. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

Leak Detection Program Tariff – BMP 4.1

PURPOSE

A program for the Company to systematically evaluate its water distribution system to identify and repair leaks (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.1 Leak Detection Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall implement a comprehensive leak detection and repair program to attain and maintain a less than 10 percent unaccounted for water loss in its system(s). The program must include auditing procedures, in-field leak detection and repair efforts. The Company shall take whatever steps are necessary to ensure that its water system is operating at optimal efficiency.
2. On a systematic basis, at least every two years (annually for smaller systems), the Company shall inspect its water distribution system (to include hydrants, valves, tanks, pumps, etc. in the distribution system) to identify and repair leaks. Detection shall be followed by repair or in some cases replacement. Repair vs. replacement will depend upon site-specific leakage rates and costs.
3. Leak Detection efforts should focus on the portion of the distribution system with the greatest expected problems, including:
 - a. areas with a history of excessive leak and break rates;
 - b. areas where leaks and breaks can result in the heaviest property damage;
 - c. areas where system pressure is high;
 - d. areas exposed to stray current and traffic vibration;
 - e. areas near stream crossings; and,
 - f. areas where loads on pipe may exceed design loads.
4. The Company shall keep accurate and detailed records concerning its leak detection and repair/rehabilitation program and the associated costs. Records of repairs shall include: possible causes of the leak; estimated amount of water lost; and date of repair. These records shall be made available to the Commission upon request.
5. The Company shall maintain a complete set of updated distribution system maps.

Decision No. _____

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

6. The Company shall ensure that properly functioning (accurate) and appropriately sized meters are installed on all service and source connections. All meters 1-inch and smaller shall be inspected at least once every ten years or upon registering 1,000,000 gallons of usage, whichever comes first. Meters larger than 1-inch shall be inspected at least once every five years or upon registering 1,000,000 gallons of usage, whichever comes first.
7. The inspection will be accomplished by having the meter pulled and having a Company Technician physically inspect each meter and its fittings for leaks, registers which may have become loose or are not properly attached to the meter and could be under-registering or other broken parts which need repair. In addition, meters shall be randomly selected for flow testing to identify potentially under-registering meters.
8. The Company shall conduct a water audit annually which includes the following steps to determine how efficient each water system is operating and where the losses might be.
 - a. Use coordinated monthly source and service meter readings to calculate how much water enters and leaves the system during the 12 month review period.
 - b. Track and estimate any unmetered authorized uses.
 - c. Calculate the total amount of leakage using the following formula:

$$\text{Unaccounted for water (\%)} = [(\text{Production and/or purchased water minus metered use \& estimated authorized un-metered use}) / (\text{Production and/or purchased water})] \times 100\%$$
 - d. Authorized un-metered uses may include firefighting, main flushing, process water for water treatment plants, etc. Water losses include all water that is not identified as authorized metered water use or authorized un-metered use.
 - e. Determine possible reasons for leakage, including physical leaks and unauthorized uses.
 - f. Analyze results to determine the improvements needed, such as, better accounting practices, leak survey or replacing old distribution pipes.
9. The Company shall keep accurate and detailed records concerning its annual water audit results. These records shall be made available to the Commission upon request.

Decision No. _____

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. On a systematic basis, the Company will inspect 100 percent of its 1-inch and smaller in-service water meters at least once every ten years for one of the following reasons (whichever occurs first):
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - b. A meter has registered 1,000,000 gallons of usage,
 - c. A meter has been in service for ten years.
2. Meters larger than 1-inch shall be inspected for one of the following reasons:
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - b. A meter has been in service for five years.
3. The inspection will be accomplished by having the meter pulled and having a Company Technician physically inspect each meter and its fittings for leaks, registers which may have become loose or are not properly attached to the meter and could be under-registering or other broken parts which need repair. In addition, meters shall be randomly selected for flow testing to identify potentially under-registering meters.
4. The Company shall also replace or reprogram any water meters that do not register in gallons. Within 5 years of the initial effective date of this tariff, the Company shall replace or reprogram all:
 - a. 1-inch and smaller meters such that they register usage in 1 gallon increments,
 - b. 1-1/2-inch through 4-inch meters such that they register in 10 gallon increments, and
 - c. 6-inch and larger meters such that they register in 100 gallon increments.

Decision No. _____

Company: _____

Decision No.: _____

Phone: _____

Effective Date: _____

WATER SYSTEM TAMPERING TARIFF – BMP 5.2

PURPOSE

The purpose of this tariff is to promote the conservation of groundwater by enabling the Company to bring an action for damages or to enjoin any activity against a person who tampers with the water system.

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission, specifically Arizona Administrative Code (“AAC”) R14-2-410 and the Arizona Department of Water Resources’ Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. In support of the Company’s water conservation goals, the Company may bring an action for damages or to enjoin any activity against a person who: (1) makes a connection or reconnection with property owned or used by the Company to provide utility service without the Company’s authorization or consent; (2) prevents a Company meter or other device used to determine the charge for utility services from accurately performing its measuring function; (3) tampers with property owned or used by the Company; or (4) uses or receives the Company’s services without the authorization or consent of the Company and knows or has reason to know of the unlawful diversion, tampering or connection. If the Company’s action is successful, the Company may recover as damages three times the amount of actual damages.
2. Compliance with the provisions of this tariff will be a condition of service.
3. The Company shall provide to all its customers, upon request, a complete copy of this tariff and AAC R14-2-410. The customers shall follow and abide by this tariff.
4. If a customer is connected to the Company water system and the Company discovers that the customer has taken any of the actions listed in No. 1 above, the Company may terminate service per AAC R14-2-410.
5. If a customer believes he/she has been disconnected in error, the customer may contact the Commission’s Consumer Services Section at 1-800-222-7000 to initiate an investigation.

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Low Water Use Landscaping Requirements Tariff for Model Homes in New Residential Developments – BMP 5.5

PURPOSE

A program for the Company to reduce water use within its service area and/or increase water use efficiency by limiting or reducing water used for specific purposes (Modified Non-Per Capita Conservation Program BMP Category 5: Ordinances/Conditions of Service/Tariffs 5.5: Low Water Use Landscaping Requirements Tariff for Model Homes in New Residential Developments).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission, specifically A.A.C. R14-2-403 and R14-2-410 and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall provide to the customer/developer/builder distinct guidelines for landscape planning and design for model homes.
2. The following landscape restrictions will be required in order for a customer/developer/builder to receive water service to its model homes from the Company on or after the effective date of this tariff:

Restrictions Applicable to All New Model Home Landscaping -

- a. Model home landscaping will involve strategic planning and design. Landscaped areas will be divided into zones based on water requirements. Each model will have efficient irrigation systems, properly designed and maintained.
- b. All models will be placed on a drip irrigation system with a timer for shrubs and trees to apply water directly to the roots where it is needed. Watering schedules will be adjusted each month to match seasonal weather conditions and landscape requirements.
- c. All front yards shall be landscaped with xeriscape (low water use) materials. A list of low water use landscaping materials is available from the Company upon request. No turf of any kind that requires watering shall be allowed in front yards.
- d. Turf in back yards shall be limited to no more than fifty percent (50%) of the total backyard area.
- e. No model home shall be equipped with a swimming pool, jacuzzi, or other water-use intensive feature (e.g., fountain, fish pond, etc.).

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- f. Model home landscapes will require minimal but appropriate maintenance. Landscape maintenance may include pruning, removing trash that has blown into the landscape, occasional weeding and pest management, checking that the irrigation system is functioning properly, and adjusting automatic irrigation systems as the seasons change.
3. Subject to the provisions of this tariff, the installation of the landscape restrictions will be a condition of service.
4. The Company shall provide to customer/developer/builder a complete copy of this tariff and all attachments upon request for service. The customer/developer/builder shall follow and abide by these landscape restrictions.
5. If after a customer has been connected to the Company water system, the Company discovers that the customer has installed turf or water-use intensive features contrary to the above requirements, the Company shall notify (in writing) the customer of such violation and provide the customer with the appropriate educational materials informing the customer of some possibilities of how to correct the problem. The customer shall be allowed thirty (30) days to come into compliance with the above requirements. If after thirty (30) days the customer is not in compliance with the above requirements, the customer's service may be terminated per Arizona Administrative Code R14-2-410C, R14-2-410D and R14-2-410E.
6. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.

Decision No. _____