

ORIGINAL



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AZ CORP COMMISSION
DOCKET CONTROL

8
9 **BEFORE THE ARIZONA CORPORATION COMMISSION**

10 **COMMISSIONERS**

11 GARY PIERCE, CHAIRMAN
12 PAUL NEWMAN
13 SANDRA D. KENNEDY
14 BOB STUMP
15 BRENDA BURNS

Arizona Corporation Commission
DOCKETED

SEP 8 2011

DOCKETED BY 

16 **IN THE MATTER OF THE**
17 **APPLICATION OF WICKENBURG**
18 **RANCH WATER, LLC (FORMERLY**
19 **CDC WICKENBURG WATER, LLC)**
20 **FOR APPROVAL OF A RATE**
21 **ADJUSTMENT**

DOCKET NO. W-03994A-07-0657

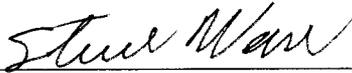
NOTICE OF COMPLIANCE
ACTION REGARDING BEST
MANAGEMENT PRACTICES 3.7
TARIFF

22 Pursuant to Arizona Corporation Commission ("Commission") Order and Opinion
23 Decision Number 71501 and Decision Number 72301, Wickenburg Ranch Water, LLC
24 files its Notice of High Water Use that will be provided to certain customers pursuant to
25 Best Management Practices ("BMP") Tariff 3.7. This notice letter will be mailed to
26 customers when their water usage is determined to be unusually high and is hereby being
27 made available to the Commission for review. Pursuant to BMP Tariff 3.7, in addition to
28 simply offering notice of high water usage, the notice letter offers to customers additional

1 assistance by the company to determine what may be causing the high water usage as
2 well as offering to provide additional information regarding conservation resources and
3 publications, rebate programs, and water-saving precautions. See Attachment 1.
4

5 RESPECTFULLY SUBMITTED this 8th day of September, 2011.
6

7 **MOYES SELLERS & HENDRICKS, LTD.**

8 
9 _____
10 Steve Wene

11 Original and 13 copies of the foregoing
12 filed this 8th day of September, 2011 with:

13 Docket Control
14 Arizona Corporation Commission
15 1200 West Washington
16 Phoenix, Arizona 85007

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ATTACHMENT 1

Wickenburg Ranch Water

Dear Mr./Mrs./Ms. _____

As part of Wickenburg Ranch Water's conservation efforts, we monitor our customer's monthly water usage. If the company identifies water usage that seems excessive for that time of year, we contact the customer to try to determine if the water usage is due to ordinary life events, possible leaks or irrigation system problems. In reviewing your water use for the month of _____, it appears your household used more water than usual. Following are some of the reasons that could lead to excess water usage:

1. Ordinary life events that can cause an increase in water usage include more people in the home than usual taking showers or baths; doing more loads of laundry than usual; doing a landscape project or starting a new lawn; or washing vehicles more often than usual.
2. Possible sources of indoor leaks include running toilets, dripping faucets and showerheads. A common reason why toilets will leak is a worn out toilet flapper, sometimes called a valve seal. Flappers are inexpensive rubber parts that can build up minerals or decay over time. Replacing them can be a quick and easy fix. To fix this leak, consult your local hardware store, home improvement retailer, or licensed plumber. Old and worn faucet washers and gaskets frequently cause leaks in faucets. Many tutorials are available on line for how to fix a wide variety of faucets. Two tutorial sources are the Do-It-Yourself Network and YouTube. Some leaking showerheads can be fixed by making sure there is a tight connection between the showerhead and pipe stem and by using tape to secure it. Pipe tape, also called Teflon tape, is available at most hardware stores, is easy to apply, and can tame unruly leaks. For more complicated valve leaks in showers that drip when not in use, contact an experienced handyperson or licensed plumber.
3. Irrigation system problems are the most common source of outdoor leaks. To identify potential leaks, manually operate your irrigation system and visually examine the areas watered by each irrigation controller station to determine if there are stuck valves, damaged or missing sprinkler and emitter heads, or pools of water forming on the surface, which could indicate a broken pipe underground.

Also, to assist you with your water conservation efforts, Wickenburg Ranch Water will provide you at no-cost, information regarding water audit programs, water conservation publications, and rebate programs for water efficient appliances and plumbing fixtures. Furthermore, at your request, Wickenburg Ranch Water will assist you with a self-water audit or assist you with determining what might be causing the high water usage and provide you with landscape watering guidelines.

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.
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, upon request, in a self-water audit and assist the customer in determining what might be causing the high water usage as

Company: Wickenburg Ranch Water, LLC

Decision No.: 71501

Phone: 602-386-1310

Effective Date: 3/17/2010

- 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.