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AZ CORP COMMISSION  
DOCKET CONTROL

2012 FEB 21 PM 4 29

7 **BEFORE THE ARIZONA CORPORATION COMMISSION**

8 **COMMISSIONERS**

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

Arizona Corporation Commission

**DOCKETED**

FEB 21 2012

DOCKETED BY

14 IN THE MATTER OF THE APPLICATION  
15 OF LIVCO WATER COMPANY FOR  
16 RATE INCREASE

DOCKET NOS. W-02121A-11-0213  
W-02121A-11-0257

17 IN THE MATTER OF THE APPLICATION  
18 OF LIVCO WATER COMPANY FOR  
19 AUTHORITY TO INCUR LONG-TERM  
20 DEBT

**NOTICE OF FILING BEST  
MANAGEMENT PRACTICES  
TARIFFS**

21 Pursuant to Decision No. 72748, Livco Water Company hereby submits its tariffs  
22 for Best Management Practices 1.1, 3.6, and 5.2, set forth in Attachments 1 through 3,  
23 respectively.

24 Dated this 21<sup>st</sup> day of February, 2012.

25 **MOYES SELLERS & HENDRICKS**

26

27 Steve Wene  
28

1 Original and 13 copies of the foregoing  
2 filed this 21<sup>st</sup> day of February, 2012, with:

3 Docket Control  
4 Arizona Corporation Commission  
5 1200 West Washington  
6 Phoenix, Arizona 85007

7 *Donnelly Herbert*  
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# **ATTACHMENT 1**

Company: Livco Water Company

Decision No.: 72748

Phone: 928-337-2266

Effective Date: 01-20-2012

## **Local and/or Regional Messaging Program Tariff – BMP 1.1**

### **PURPOSE**

A program for the Company to actively participate in a water conservation campaign with local or regional advertising (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging 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 or designated representative shall actively participate in water conservation campaign with local and/or regional advertising.
2. The campaign shall promote ways for customers to save water.
3. The Company shall facilitate the campaign through one or more of the following avenues (not an all inclusive list):
  - a. Television commercials
  - b. Radio commercials
  - c. Websites
  - d. Promotional materials
  - e. Vehicle signs
  - f. Bookmarks
  - g. Magnets
4. The Company shall keep a record of the following information and make it available to the Commission upon request.
  - a. A description of the messaging program implemented and program dates.
  - b. The number of customers reached (or an estimate).
  - c. Costs of Program implementation.

# **ATTACHMENT 2**

Company: Livco Water Company

Decision No.: 72748

Phone: 928-337-2266

Effective Date: 01-20-2012

## **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.

# **ATTACHMENT 3**

Company: Livco Water Company

Decision No.: 72748

Phone: 928-337-2266

Effective Date: 01-20-2012

## **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.