

ORIGINAL

OPEN MEETING



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MEMORANDUM

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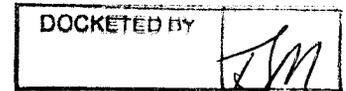
Arizona Corporation Commission
DOCKETED

TO: THE COMMISSION

2012 JUL 3 AM 9 39

JUL 03 2012

FROM: Utilities Division



DATE: July 2, 2012

RE: **COMPLIANCE FILING PER DECISION NO. 72059** Best Management Practices for Rio Rico Utilities, Inc. (DOCKET NO. WS-02676A-09-0257)

Introduction

On January 6, 2011, the Arizona Corporation Commission (“Commission”) issued Decision No. 72059 which established new schedules of rates and charges for Rio Rico Utilities, Inc. (“RRUI” or “Company”). As part of the Decision, the Commission ordered that RRUI submit ten Best Management Practices (“BMPs”) for the Commission’s review and consideration. The Decision further ordered that the tariffs filed by the Company substantially conform to the templates created by Staff and available on the Commission’s website.

Company’s Compliance Filing

On June 29, 2011, RRUI filed its proposed BMP Tariffs. In its compliance filing the Company is requesting Commission consideration and approval of the ten BMP tariffs listed below.

1. **Special Events/Programs and Community Presentations Tariff – BMP 1.2:** A program for the Company to give presentations and/or display and make available water conservation information and related material at community and special events.
2. **Youth Conservation Education Program Tariff – BMP 2.2:** A program for the Company to promote water conservation by increasing students’ understanding of water resources and the need to conserve.
3. **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.
4. **Xeriscape Demonstration Garden Tariff – BMP 2.4:** A program for the Company to install and maintain a water efficient demonstration garden for the purpose of educating its customer base on low water-use landscaping.
5. **Landscape Consultation (Residential and/or Non-residential) Tariff – BMP 3.2:** A program for the Company to promote water conservation by providing landscape consultation services to residential and non-residential customers.

6. **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.
7. **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.
8. **Leak Detection Program Tariff – BMP 4.1:** A program for the Company to systematically evaluate its water distribution system to identify and repair leaks.
9. **Evaluation of New and Emerging Technologies and Practices Tariff – BMP 7.3:** A program for the Company to evaluate new and emerging technologies and practices that promote the conservation of water.
10. **Piloting a New Initiative, Project or Program Tariff – BMP 7.8:** A program for the Company to conduct a new initiative, project or program in its water service area using state of the art water conservation technologies and techniques.

Staff's Analysis

Background Information and Service Area Characteristics

RRUI provides water and wastewater service in and near the community of Rio Rico, in Santa Cruz County, Arizona. The Company provided water service to approximately 6,600 customers and wastewater service to approximately 2,200 customers at year end 2008. Water customers who do not get wastewater service from RRUI utilize septic systems.

RRUI has been required under the Arizona Department of Water Resources' ("ADWR") Modified Non-Per Capita Conservation Program ("MNPCCP") to implement BMPs. RRUI resides in the Santa Cruz Active Management Area. RRUI has more than 5,000 connections so the Company is required by ADWR to implement five BMPs. BMPs 1.2, 2.2, 2.3 and 3.6 have been approved by ADWR to meet MNPCCP requirements.

Proposed Tariffs

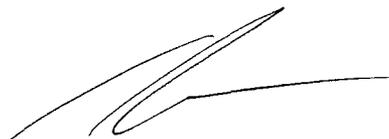
Staff created a set of BMP tariff templates that were developed using the BMP descriptions outlined in the ADWR MNPCCP and relevant ADWR documents. ADWR representatives were provided with a copy of these templates; revisions were made to the templates where appropriate to incorporate any comments/suggestions provided by ADWR.

The BMP tariffs filed by RRUI on June 29, 2011, were based on the templates developed by Staff. The tariffs that Staff and RRUI reached agreement on generally conform to the templates developed by Staff. Minor modifications were included to reflect RRUI's specific management and operational requirements.

ADWR considers five of the proposed BMPs, applicable to any service area. Staff concludes that the selected BMPs are relevant to RRUI's service area characteristics. The tariffs that Staff and RRUI reached agreement on generally conform to the templates developed by Staff.

Recommendation

Staff concludes that the BMPs proposed are relevant to the RRUI service area characteristics. The tariffs proposed by RRUI generally conform to the templates developed by Staff. Therefore, Staff recommends approval of the BMP tariffs filed by RRUI on June 29, 2011, attached as Exhibit A to the proposed order.



Steven M. Olea
Director
Utilities Division

SMO:JWL:kdh/RRM
Originator: Jian Liu

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
8 IN THE MATTER OF THE APPLICATION)
9 OF RIO RICO UTILITES, INC., AN)
10 ARIZONA CORPORATION, FOR A)
11 DETERMINATION OF THE FAIR VALUE)
12 OF ITS UTILITY PLANTS AND)
13 PROPERTY AND FOR INCRESES IN ITS)
14 WATER AND WASTEWATER RATES)
AND CHARGES FOR UTILITY SERVICE)
BASED THEREON.)

DOCKET NO. WS-02676A-09-0257

DECISION NO. _____

ORDER

BEST MANAGEMENT PRACTICES
COMPLIANCE FILING
PER DECISION NO. 72059

15 Open Meeting
16 July 18 and 19, 2012
17 Phoenix, Arizona

18 BY THE COMMISSION:

19 FINDINGS OF FACT

20 Introduction

21 1. On January 6, 2011, the Arizona Corporation Commission (“Commission”) issued
22 Decision No. 72059 which established new schedules of rates and charges for Rio Rico Utilities,
23 Inc. (“RRUI” or “Company”). As part of the Decision, the Commission ordered that RRUI submit
24 ten Best Management Practices (“BMPs”) for the Commission’s review and consideration. The
25 Decision further ordered that the tariffs filed by the Company substantially conform to the
26 templates created by Staff and available on the Commission’s website.

27 ...
28 ...

1 Company's Compliance Filing

2 2. On June 29, 2011, RRUI filed its proposed BMP Tariffs. In its compliance filing
3 the Company is requesting Commission consideration and approval of the ten BMP tariffs listed
4 below.

- 5 • **Special Events/Programs and Community Presentations Tariff – BMP 1.2:** A
6 program for the Company to give presentations and/or display and make available
7 water conservation information and related material at community and special events.
- 8 • **Youth Conservation Education Program Tariff – BMP 2.2:** A program for the
9 Company to promote water conservation by increasing students' understanding of
10 water resources and the need to conserve.
- 11 • **New Homeowner Landscape Information Tariff – BMP 2.3:** A program for the
12 Company to promote the conservation of water by providing a landscape information
13 package for the purpose of educating its new customers about low water use
14 landscaping.
- 15 • **Xeriscape Demonstration Garden Tariff – BMP 2.4:** A program for the Company to
16 install and maintain a water efficient demonstration garden for the purpose of educating
17 its customer base on low water-use landscaping.
- 18 • **Landscape Consultation (Residential and/or Non-residential) Tariff – BMP 3.2:** A
19 program for the Company to promote water conservation by providing landscape
20 consultation services to residential and non-residential customers.
- 21 • **Customer High Water Use Inquiry Resolution Tariff – BMP 3.6:** A program for the
22 Company to assist its customers with their high water-use inquiries and complaints.
- 23 • **Customer High Water Use Notification Tariff – BMP 3.7:** A program for the
24 Company to monitor and notify customers when water use seems to be abnormally high
25 and provide information that could benefit those customers and promote water
26 conservation.
- 27 • **Leak Detection Program Tariff – BMP 4.1:** A program for the Company to
28 systematically evaluate its water distribution system to identify and repair leaks.

- 1 • **Evaluation of New and Emerging Technologies and Practices Tariff – BMP 7.3:** A
2 program for the Company to evaluate new and emerging technologies and practices that
3 promote the conservation of water.
- 4 • **Piloting a New Initiative, Project or Program Tariff – BMP 7.8:** A program for the
5 Company to conduct a new initiative, project or program in its water service area using
6 state of the art water conservation technologies and techniques.

7 **Staff's Analysis**

8 Background Information and Service Area Characteristics

9 3. RRUI provides water and wastewater service in and near the community of Rio
10 Rico, in Santa Cruz County, Arizona. The Company provided water service to approximately
11 6,600 customers and wastewater service to approximately 2,200 customers at year end 2008.
12 Water customers who do not get wastewater service from RRUI utilize septic systems.

13 4. RRUI has been required under the Arizona Department of Water Resources'
14 ("ADWR") Modified Non-Per Capita Conservation Program ("MNPCCP") to implement BMPs.
15 RRUI resides in the Santa Cruz Active Management Area. RRUI has more than 5,000 connections
16 so the Company is required by ADWR to implement five BMPs. BMPs 1.2, 2.2, 2.3 and 3.6 have
17 been approved by ADWR to meet MNPCCP requirements.

18 Proposed Tariffs

19 5. Staff created a set of BMP tariff templates that were developed using the BMP
20 descriptions outlined in the ADWR MNPCCP and relevant ADWR documents. ADWR
21 representatives were provided with a copy of these templates; revisions were made to the templates
22 where appropriate to incorporate any comments/suggestions provided by ADWR.

23 6. The BMP tariffs filed by RRUI on June 29, 2011, were based on the templates
24 developed by Staff. The tariffs that Staff and RRUI reached agreement on generally conform to the
25 templates developed by Staff. Minor modifications were included to reflect RRUI's specific
26 management and operational requirements.

1 7. ADWR considers five of the proposed BMPs, applicable to any service area. Staff
 2 concludes that the selected BMPs are relevant to RRUI's service area characteristics. The tariffs
 3 that Staff and RRUI reached agreement on generally conform to the templates developed by Staff.

4 Recommendation

5 8. Staff concludes that the BMPs proposed are relevant to the RRUI service area
 6 characteristics. The tariffs proposed by RRUI generally conform to the templates developed by
 7 Staff. Therefore, Staff recommends approval of the BMP tariffs filed by RRUI on June 29, 2011,
 8 attached as Exhibit A.

9 CONCLUSIONS OF LAW

10 1. The Company is a public service corporation within the meaning of Article XV,
 11 Section 2, of the Arizona Constitution.

12 2. The Commission has jurisdiction over the Company and of the subject matter of the
 13 application.

14 3. The Commission has reviewed the filing and Staff's Memorandum dated July 2,
 15 2012, concludes that it is in the public interest to approve the proposed BMP tariffs attached hereto
 16 as Exhibit A.

17 ORDER

18 IT IS THEREFORE ORDERED that the Rio Rico Utilities, Inc. BMP tariffs attached
 19 hereto as Exhibit A are hereby approved.

20 IT IS FURTHER ORDERED that the Rio Rico Utilities, Inc. shall notify their customers of
 21 the BMP tariffs authorized herein and their effective date by means of either an insert in the next
 22 regularly scheduled billing or by a separate mailing and shall provide copies of the BMP tariffs to
 23 any customer, upon request.

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 28 ...

1 IT IS FURTHER ORDERED that the Rio Rico Utilities, Inc. shall file with Docket
2 Control, as a compliance item in this docket, the BMP tariffs authorized herein within 30 days of
3 the effective date of this Decision.

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

5

6 **BY THE ORDER OF THE ARIZONA CORPORATION COMMISSION**

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CHAIRMAN

COMMISSIONER

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COMMISSIONER

COMMISSIONER

COMMISSIONER

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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 _____, 2012.

16

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18

ERNEST G. JOHNSON
EXECUTIVE DIRECTOR

19

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DISSENT: _____

22

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DISSENT: _____

24

SMO:JWL:kdh/RRM

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26

27

28

1 SERVICE LIST FOR: RIO RICO UTILITIES, INC.
2 DOCKET NO.: WS-02676A-09-0257

3 Mr. Michael W. Patten
4 Mr. Timothy Sabo
5 ROSHKA, DEWULF & PATTEN, PLC
6 One Arizona Center
7 400 East Van Buren Street, Suite 800
8 Phoenix, Arizona 85004
9 Attorneys for Global Utilities

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13 Phoenix, Arizona 85007

14 Mr. Jay Shapiro
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16 3003 N. CENTRAL AVE., STE 2600
17 PHOENIX AZ 85012

18 Ms. Janice Alward
19 Chief Counsel, Legal Division
20 Arizona Corporation Commission
21 1200 West Washington Street
22 Phoenix, Arizona 85007

23 Mr. Steven M. Olea
24 Director, Utilities Division
25 Arizona Corporation Commission
26 1200 West Washington Street
27 Phoenix, Arizona 85007

28 Ms. Lyn Farmer
Chief Administrative Law Judge
Hearing Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Mr. Brian Bozzo
Compliance Enforcement Manager
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

ORIGINAL

RECEIVED

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Todd C. Wiley (No. 015358)
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4 Phoenix, Arizona 85012-2913
Telephone: (602) 916-5000
5 Attorneys for Rio Rico Utilities Inc.

2011 JUN 29 10 44

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

JUN 29 2011

DOCKETED BY 

BEFORE THE ARIZONA CORPORATION COMMISSION

10 IN THE MATTER OF THE APPLICATION
OF RIO RICO UTILITIES, INC., AN
11 ARIZONA CORPORATION, FOR A
DETERMINATION OF THE FAIR VALUE
12 OF ITS UTILITY PLANTS AND
PROPERTY AND FOR INCREASES IN ITS
13 WATER AND WASTEWATER RATES
AND CHARGES FOR UTILITY SERVICE
14 BASED THEREON.

Docket No. WS-02676A-09-0257

NOTICE OF COMPLIANCE

15
16 Pursuant to Decision No. 72059 (January 6, 2011), Rio Rico Utilities, Inc. ("RRUI"
17 or "Company") hereby files this Notice of Compliance in the above-captioned matter.
18 Decision No. 72059 requires the Company to submit its ten Best Management Practices
19 ("BMPs") in tariff form. See **Exhibit A** attached hereto. In 2010, the Arizona
20 Department of Water Resources approved BMPs 1.2, 2.3, 3.2, 3.6. In addition, the
21 Company submits for Commission consideration and approval BMPs 2.2, 2.4,¹ 3.7, 4.1,
22 7.3, and 7.8.

23
24
25 ¹ RRUI proposes to eliminate from the BMP 2.4 tariff the requirement for the demonstration garden to be
open to the public one Saturday each month. The Company's office is not open on Saturdays and the cost
26 of staffing the office for this sole purpose does not benefit ratepayers.

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RESPECTFULLY SUBMITTED this 29th day of June, 2011.

FENNEMORE CRAIG, P.C.

By 
Jay L. Shapiro
Todd C. Wiley
Attorneys for Rio Rico Utilities

ORIGINAL and 13 copies
of the foregoing were delivered
this 29th day of June, 2011, to:

Docket Control
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

COPY of the foregoing was hand-delivered
this 29th day of June, 2011 to:

Robin Mitchell, Esq.
Legal Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Marlin Scott, Jr.
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Carmel Hood, Compliance
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

1 **COPY** of the foregoing was mailed
this 29th day of June, 2011 to:

2
3 Daniel W. Pozefsky, Esq.
4 Michelle Wood, Esq.
5 Residential Utility Consumer Office
6 1110 W. Washington, Suite 220
7 Phoenix, Arizona 85007

8 Michael W. Patten, Esq.
9 Roshka DeWulf & Patten, PLC
10 One Arizona Center
11 400 East Van Buren Street, Suite 800
12 Phoenix, Arizona 85004

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By *Mauro Sam Joe*

EXHIBIT

A

<u>Rio Rico Utilities, Inc.</u>	<u>All Service Areas</u>	Revised	SHEET NO	
<u>WS-02676A-09-0257</u>				

Special Events/Programs and Community Presentations Tariff – BMP 1.2

PURPOSE

A program for the Company to give presentations and/or display and make available water conservation information and related material at community and special events (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.2: Special Events/Programs and Community Presentations).

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 attend and staff at least three events per year in which the Company shall remind customers of the importance of water conservation measures. Events may include home and garden shows, art shows, community celebrations, environmental shows etc.
2. Information shall include water saving tips, home preparation recommendations for water systems/pipes, landscape maintenance issues for summer and winter, Xeriscape information, youth education materials and any additional pertinent topics.
3. The Company shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of each special event and the date.
 - b. The number of customers reached (or an estimate).
 - c. A description of the written water conservation material provided free to customers.
 - d. Costs of the Special Events/Programs and Community Presentations implementation.

ISSUED:		EFFECTIVE:
	ISSUED BY: <u>Greg Sorensen, Operator</u> <u>Rio Rico Utilities, Inc.</u>	
	<u>12725 W. Indian School Road, Ste. D-101</u> <u>Avondale, Arizona 85392</u>	
	Decision No. 72059 (January 6, 2011))	

Rio Rico Utilities, Inc.	All Service Areas	Revised	SHEET NO	
WS-02676A-09-0257				

Youth Conservation Education Program Tariff – BMP 2.2

PURPOSE

A program for the Company to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation 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 or designated representative shall work with schools in its service area to increase students' understanding of water resources and to promote water conservation.
2. The Company shall provide a combination of instructional assistance, education materials, teacher education, classroom presentations, and field trips to water related facilities.
3. The Company shall provide the following teacher resources.
 - a. Offer Project WET (Water Education for Teachers) workshops to teachers twice yearly.
 - b. Provide free resource materials and information upon request.
 - c. Provide in-classroom presentations upon request.
4. The Company shall make available free water conservation workbooks for elementary school students.
5. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the youth conservation education process implemented.
 - b. The number of students reached (or an estimate).
 - c. A description of the written water conservation material provided free to students.
 - d. Costs of the Youth Conservation Education Program implementation.

<u>ISSUED:</u>		<u>EFFECTIVE:</u>
	ISSUED BY: <u>Greg Sorensen, Operator</u> <u>Rio Rico Utilities, Inc.</u>	
	<u>12725 W. Indian School Road, Ste. D-101</u> <u>Avondale, Arizona 85392</u>	
	Decision No. 72059 (January 6, 2011))	

<u>Rio Rico Utilities, Inc.</u>	<u>All Service Areas</u>	Revised	SHEET NO	
<u>WS-02676A-09-0257</u>				

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, a list of low water use trees, plants, shrubs, etc., watering guidelines, a rain water harvesting pamphlet and a low flow, exterior, water hose nozzle.
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.

ISSUED:		EFFECTIVE:
	ISSUED BY: <u>Greg Sorensen, Operator</u> <u>Rio Rico Utilities, Inc.</u>	
	<u>12725 W. Indian School Road, Ste. D-101</u> <u>Avondale, Arizona 85392</u>	
	Decision No. 72059 (January 6, 2011))	

<u>Rio Rico Utilities, Inc.</u>	<u>All Service Areas</u>	Revised	SHEET NO	
<u>WS-02676A-09-0257</u>				

Xeriscape Demonstration Garden Tariff – BMP 2.4

PURPOSE

A program for the Company to install and maintain a water efficient demonstration garden for the purpose of educating its customer base on low water-use landscaping (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.4: Xeriscape Demonstration Garden).

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 design, construct and maintain a demonstration garden that shall include a large variety of low water use and native plants, shrubs and shade trees.
2. The demonstration garden shall include a walkway throughout the site and include interpretive signage and literature about low water use plants and water efficient landscape techniques.
3. The demonstration garden shall be open, free of charge, to the public during normal business hours.
4. Maps providing driving directions to the demonstration garden shall be available at the Company office, on the Company web-site, and shall be provided to each new customer upon establishment of service.
5. The Company shall work with the schools, including the universities, to continually upgrade the site with additional technologies and techniques.

ISSUED:		EFFECTIVE:
	ISSUED BY: <u>Greg Sorensen, Operator</u> <u>Rio Rico Utilities, Inc.</u>	
	<u>12725 W. Indian School Road, Ste. D-101</u> <u>Avondale, Arizona 85392</u>	
	Decision No. 72059 (January 6, 2011))	

<u>Rio Rico Utilities, Inc.</u>	<u>All Service Areas</u>	Revised	SHEET NO	
<u>WS-02676A-09-0257</u>				

Landscape Consultation (Residential and/or Non-residential)
Tariff – BMP 3.2

PURPOSE

A program for the Company to promote water conservation by providing landscape consultation services to residential and non-residential customers (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.2: Landscape Consultations (Residential and/or Non-residential)).

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 its designated provider shall offer landscape consultations to residential and non-residential customers. The consultations shall 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.
 - d. Information about converting to xeriscape/turf conversion possibilities.
 - e. Information about related programs (i.e., rebates for turf removal/ converting to xeriscape) if available will be offered during the consultation.
 - f. As part of the consultation, 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).
2. During the consultation, the Company or its designated provider shall provide either on-site written suggestions or on-site verbal suggestions with written follow-up.
3. The Company shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of the landscape consultation information provided to customers.
 - b. The number of landscape consultations provided to customers.
 - c. Costs of the Landscape Consultation Program.

ISSUED:		EFFECTIVE:
	ISSUED BY: <u>Greg Sorensen, Operator</u> <u>Rio Rico Utilities, Inc.</u>	
	<u>12725 W. Indian School Road, Ste. D-101</u> <u>Avondale, Arizona 85392</u>	
	Decision No. 72059 (January 6, 2011))	

Rio Rico Utilities, Inc.	All Service Areas	Revised	SHEET NO	
WS-02676A-09-0257				

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.

4. The Company shall handle high water use inquiries as calls are received.
5. 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.
6. 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.

ISSUED:		EFFECTIVE:
	ISSUED BY: <u>Greg Sorensen, Operator</u> <u>Rio Rico Utilities, Inc.</u>	
	<u>12725 W. Indian School Road, Ste. D-101</u> <u>Avondale, Arizona 85392</u>	
	Decision No. 72059 (January 6, 2011))	

Rio Rico Utilities, Inc.	All Service Areas	Revised	SHEET NO	
WS-02676A-09-0257				

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:

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- 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 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.

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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.

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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.

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Evaluation of New and Emerging Technologies and Practices Tariff – BMP 7.3

PURPOSE

A program for the Company to evaluate new and emerging technologies and practices that promote the conservation of water (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.3: Evaluation of New and Emerging Technologies and Practices).

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 evaluate new technologies and practices that promote the conservation of water to determine the economic and technical feasibility of implementing these new technologies and practices in its service area.
2. The Company shall remain current on new products, advice, and innovations through on-going communication with manufacturers of state of the art water conservation technologies, other water providers, landscape watering equipment providers and landscape providers and experts.
3. Prior to evaluating a new technology or practice the Company shall file a detailed explanation with the Commission describing how the evaluation would work, the possible results and expected costs.
4. At minimum, one new evaluation shall be proposed every three years for Commission approval.
5. If the evaluation is approved by the Commission the Company shall submit with the Commission Docket Control, on an annual basis, documentation stating the objectives of the evaluation, methods used to conduct the evaluation, results of the investigation, plans for implementation and any other information the Commission requests. A report for each calendar year reporting period will be due January 31 of the following year.

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Piloting a New Initiative, Project or Program Tariff – BMP 7.8

PURPOSE

A program for the Company to conduct a new initiative, project or program in its water service area using state of the art water conservation technologies and techniques. (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.8: Piloting a New Initiative, Project or 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 remain current on new products, advice, and innovations through on-going communication with manufacturers of state of the art water conservation technologies, other water providers, landscape watering equipment providers and landscape providers and experts.
2. Prior to implementing a new project or program the Company shall file a detailed explanation with the Commission describing how the program would work, the possible results and expected costs.
3. At minimum, one new project or program shall be proposed every three years for Commission approval.
4. If a project or program is approved by the Commission the Company shall submit with the Commission Docket Control, on an annual basis, documentation stating how the project/program was implemented within the Company's service area, describe the results and provide any other information the Commission requests. A report covering the activities of the prior calendar year will be due January 31 of the following year.

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