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MEMORANDUM

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AZ CORP COMMISSION
DOCKET CONTROL

2014 OCT 23 PM 1 52

TO: Docket Control
FROM: Steven M. Olea
Director
Utilities Division

ORIGINAL

DATE: October 23, 2014

SUBJECT: SECOND REQUEST FOR INFORMAL COMMENT – In the Matter of the Commission Inquiry Into Amendment of the Commission’s Rules Related to Public Service Corporations’ Release of Customer Information Including Amendment of the Rules to Specifically Address Privacy and Confidentiality Concerns Related to Smart Meters; Docket No. RU-00000A-14-0014

Attached are revised draft rules relating to the handling of private customer information by utilities. The Commission encourages all interested parties to provide written comments on the revised draft rules. Comments should be submitted to Docket Control by November 7, 2014. The Commission will consider any comments filed in formulating proposed rules for a formal rulemaking in this matter.

Please file the original and 13 copies of your comments with the Commission’s Docket Control Center, 1200 West Washington Street, Phoenix, Arizona 85007. Please reference Docket No. RU-00000A-14-0014 on all comments submitted to the Commission in this matter.

Parties submitting comments will automatically be included on the service list in this matter. Interested parties that do not file comments but want to be included on the service list in this matter should send notice of their interest including a name and mailing address to Docket Control. The Commission welcomes and appreciates the input of all interested parties in the development of these rules.

SMO:go

Originator: Steven Olea

Arizona Corporation Commission
DOCKETED

OCT 28 2014

DOCKETED BY

1 Original and thirteen (13) copies
of the foregoing filed this
2 23rd day of October 2014 with:

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

5 Copy of the foregoing mailed this
6 24th day of October 2014 to:

7 **ACTIVE ELECTRIC UTILITIES**

8 Roy Archer
Ajo Improvement Company
9 Post Office Drawer 9
Ajo, Arizona 85321
10
Joe King
11 Arizona Electric Power Cooperative, Inc.
Post Office Box 670
12 Benson, Arizona 85602
13 Leland R. Snook
Arizona Public Service Company
14 Post Office Box 53999
Station 9708
15 Phoenix, Arizona 85072-3999
16 Christopher Martinez
Columbus Electric Cooperative, Inc.
17 Post Office Box 631
Deming, New Mexico 88031
18 LaDel Laub
19 Dixie-Escalante Rural Electric
Association, Inc.
20 71 East Highway 56
Beryl, Utah 84714-5197
21 Michael Pearce
22 Duncan Valley Electric Cooperative, Inc.
Post Office Box 440
23 Duncan, Arizona 85534
24 Carl R. Albrecht
Garkane Energy Cooperative, Inc.
25 Post Office Box 465
Loa, Utah 84747
26 Kirk Gray
27 Graham County Electric Cooperative, Inc.
Post Office Drawer B
28 Pima, Arizona 85543

Paula Griffes
Mohave Electric Cooperative, Inc.
Post Office Box 1045
Bullhead City, Arizona 86430-1045

Ruel Rogers
Morenci Water and Electric Company
Post Office Box 68
Morenci, Arizona 85540

Paul O'Dair
Navopache Electric Cooperative, Inc.
1878 West White Mountain Boulevard
Lakeside, Arizona 85929

Greg Bass
Noble Americas Energy Solutions, LL
401 West A Street, Suite 500
San Diego, California 92101-3017

Creden W. Huber
Sulphur Springs Valley Electric
Cooperative, Inc.
350 North Haskell
Willcox, Arizona 85643

Caroline Gardiner
Trico Electric Cooperative, Inc.
Post Office Box 930
Marana, Arizona 85653-0930

Tucson Electric Power Company
Attn: Jessica Bryne
Post Office Box 711, MS HQE91
Tucson, Arizona 85702

UNS Electric, Inc.
Attn: Jessica Bryne
Post Office Box 711, MS HQE91
Tucson, Arizona 85702

1 Southwest Transmission Cooperative, Inc.
1000 Arizona 80
2 Benson, Arizona 85602

3 **ACTIVE GAS UTILITIES**

4 Marcus Middleton
Copper Market, Inc.
5 Post Office Box 245
Bagdad, Arizona 86321

6 Kirk Gray
7 Graham County Utilities, Inc. (Gas Division)
Post Office Drawer B
8 Pima, Arizona 85543

9 Cathy Wolverton
Alliant Gas, LLC
10 200 West Longhorn Road
Payson, Arizona 85541

11 Gregory J. Peterson
12 Southwest Gas Corporation
5241 Spring Mountain Road
13 Post Office Box 98510
Las Vegas, Nevada 89193-8510

14 Jessica Bryne
15 UNS Gas, Inc.
Post Office Box 711, MS HQE91
16 Tucson, Arizona 85702

17 **ACTIVE SEWER UTILITIES**

18 Roy Archer
Ajo Improvement Company
19 Post Office Drawer 9
Ajo, Arizona 85321

20 Dick Lockwood
21 Baca Float Water Company
Post Office Box 1536
22 Tubac, Arizona 85646

23 Ron Fleming
24 Balterra Sewer Corporation
c/o Global Water
25 21410 North 19th Avenue, Suite 201
Phoenix, Arizona 85027

26 G. Robert Frisby
27 Beaver Dam Water Company, Inc.
Post Office Box 550
28 Littlefield, Arizona 86432

Jason Williamson
Bensch Ranch Utilities, LLC
7581 East Academy Boulevard
Denver, Colorado 80230

Gary Biasi
Biasi Water Company, Inc.
Post Office Box 518
Beaver Dam, Arizona 86432

Buena Vista Public Service Corporation
Buena Vista Ranch Route
Nogales, Arizona 85621

Clear Springs Utility Company, Inc.
Post Office Box 85160
Tucson, Arizona 85745

Andrew Stokes
Cloud Nine Water Company, Inc.
96 Del Aire Place, Suite 140
Sierra Vista, Arizona 85635

Jason Williamson
Coronado Utilities, Inc.
7581 East Academy Boulevard
Denver, Colorado 80230

Kathy Tackett-Hicks
Double Diamond Utilities, Inc.
c/o Michael W. Patten
Roshka, DeWulf & Patten, PLC
One Arizona Center
400 East Van Buren Street, Suite 800
Phoenix, Arizona 85004

Thomas Broderick
EPCOR Water Arizona, Inc.
2355 West Pinnacle Peak Road
Phoenix, Arizona 85027

Ron Bunce
Equity Lifestyle Properties, Inc.
Two North Riverside Plaza
Chicago, Illinois 60606

Paula Capestro
Far West Water & Sewer, Inc.
13157 East 44th Street
Yuma, Arizona 85367

1 Charles Bush
Fisher's Landing Water and Sewer
2 Works, LLC
Post Office Box 72188
3 Yuma, Arizona 85365

4 Michael Saunders
Francisco Grande Utility Company
5 26000 Gila Bend Highway
Casa Grande, Arizona 85222

6 Ron Fleming
7 Global Water – Picacho Cove
Utilities Company
8 c/o Global Water
21410 North 19th Avenue, Suite 201
9 Phoenix, Arizona 85027

10 Ron Fleming
Global Water – Palo Verde Utilities
11 Company, Inc.
c/o Global Water
12 21410 North 19th Avenue, Suite 201
Phoenix, Arizona 85027

13 Carl Bixler
14 Greenthaven Sewer Company, Inc.
Post Office Box 5122
15 Greenthaven, Arizona 86040-5122

16 Ron Fleming
Hassayampa Utility Company, Inc.
17 c/o Global Water
21410 North 19th Avenue, Suite 201
18 Phoenix, Arizona 85027

19 George Johnson
Johnson Utilities LLC
20 968 East Hunt Highway
San Tan Valley, Arizona 85143

21 Kings Ranch Unit 2 Domestic Wastewater
22 Improvement
c/o Virginia Gray
23 Post Office Box 1555
Black Canyon City, Arizona 85324

24 Rick Kautz
25 Livco Sewer Company
Post Office Box 659
26 Concho, Arizona 85924

Laura Guth
Martinez Lake Sewer Company
10430 North Martinez Lake
Yuma, Arizona 85365

Steve Soriano
Mountain Pass Utility Company
9532 East Riggs Road
Sun Lakes, Arizona 85248

Randy Sosin
Oak Creek Utility Corporation
Post Office Box 1020
Apache Junction, Arizona 85117-4039

Steve Soriano
Pima Utility Company
9532 East Riggs Road
Sun Lakes, Arizona 85248

Jason Williamson
Pine Meadows Utilities, LLC
7581 East Academy Boulevard # 229
Denver, Colorado 80230

Jason Williamson
Rainbow Parks, Inc.
7581 East Academy Boulevard # 229
Denver, Colorado 80230

Mark Weinberg
Red Rock Utilities, LLC
2200 East River Road, Suite 115
Tucson, Arizona 85718

James Thomson
Rio Verde Utilities, Inc.
25609 Danny Lane
Rio Verde, Arizona 85263

Steve Soriano
Saddlebrooke Utility Company
9532 East Riggs Road
Sun Lakes, Arizona 85248

Steve Soriano
Santa Rosa Utility Company
9532 East Riggs Road
Sun Lakes, Arizona 85248

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28

1 Jim Lentine
Seven Canyons Water Treatment
2 Company
c/o Avion Holdings, LLC
3 15290 North 78th Way, Suite B204
Scottsdale, Arizona 85260
4
5 George Timinskas
Sunrise Utilities, LLC
Post Office Box 3630
6 Mesquite, Nevada 89024
7 Rafe Cohen
Sunrise Vistas Utilities Company
8 Post Office Box 8555
Fort Mohave, Arizona 86427
9
10 Sweetwater Creek Utilities, Inc.
4743 East 30th Place
Yuma, Arizona 85365
11
12 Jason Williamson
The Links at Coyote Wash Utilities, LLC
7581 East Academy Boulevard, Suite 229
13 Denver, Colorado 80230
Jeremy McCaleb
14 Utility Source, LLC
20525 East Chandler Heights
15 Queen Creek, Arizona 85142-9500
16 P. Stanley Reed
Wickenburg Ranch Wastewater, LLC
17 Post Office Box 16460
Phoenix, Arizona 85011
18
19 Jon P. Coulter
Woodruff Utility Company, Inc.
17207 North Perimeter Drive South
20 Suite 200
Scottsdale, Arizona 85255

21 **ACTIVE WATER UTILITIES**

22 A. Petersen Water Company, Inc.
23 Post Office Box 364
Overgaard, Arizona 85933
24
25 Kevan Larson
Abra Water Company, Inc.
Post Office Box 515
26 Paulden, Arizona 86334

Jim West
ACME Water, LLC
365 East Coronado Road, Suite 200
Phoenix, Arizona 85004-1560

David Schofield
Adaman Mutual Water Company
16251 West Glendale Avenue
Litchfield Park, Arizona 85340

Victoria Bonnet
Aguila Water Services, Inc.
Post Office Box 1086
Sun City, Arizona 85372

Roy Archer
Ajo Improvement Company
Post Office Drawer 9
Ajo, Arizona 85321

Ron Fleming
American Realty & Mortgage Co., Inc.
c/o Global Water
21410 North 19th Avenue, Suite 201
Phoenix, Arizona 85027

Ron Fleming
American Realty & Mortgage Co., Inc.
c/o Global Water
21410 North 19th Avenue, Suite 201
Phoenix, Arizona 85027

Tristan Wright
Antelope Water Company
35710 Antelope Drive
Wellton, Arizona 85356

Anway Manville LLC Water Company
c/o Southwestern Utility
Post Office Box 85160
Tucson, Arizona 85754

Joseph Cordovana
Appaloosa Water Company
Post Office Box 3150
Chino Valley, Arizona 86323

Patti Jent
Arivaca Townsite Cooperative Water Company,
Inc.
Post Office Box 398
Arivaca, Arizona 85601

1 William M. Garfield
Arizona Water Company
2 Post Office Box 29006
Phoenix, Arizona 85038-9006
3
4 Pat Paulsell
Arizona Windsong Realty, Inc.
Post Office Box 261
5 Sanders, Arizona 86512
6 Lewis Hume
Ash Fork Development Association, Inc.
7 Post Office Box 293
Ash Fork, Arizona 86320
8
9 Bevan Barney
Ashcreek Water Company
Post Office Box 825
10 Thatcher, Arizona 85552
11 Larry Tysiac
AVM-2005, LLC
12 6263 North Scottsdale Road
Suite 265
13 Scottsdale, Arizona 85350
14 Chris Ward
Avra Water Cooperative, Inc.
15 11821 West Picture Rocks
Tucson, Arizona 85743
16
17 Judy A. Lopez
Beardsley Water Company, Inc.
c/o First National Manage
18 Post Office Box 1020
Apache Junction, Arizona 85217-1020
19
20 G. Robert Frisby
Beaver Dam Water Company, Inc.
Post Office Box 550
21 Littlefield, Arizona 86432
22 Michael Davoren
Beaver Valley Water Company, Inc.
23 Post Office Box 421
Payson, Arizona 85547
24
25 Klaudia Ness
Bellemont Water Co.
Post Office Box 31176
26 Flagstaff, Arizona 86003

Christine Kim
Bermuda Water Company
2335 Sanders Road
Northbrook, Illinois, 60062
Don Ross
Bermeil Water Company
Post Office Box 219
Tempe, Arizona 85280-0219
Karen A. Samuel
Bidegain Water Company
Post Office Box 538
Kearny, Arizona 85237
Steve Gudovic
Big Park Water Company
45 Castle Rock Road, Suite 4
Sedona, Arizona 86351
Blaine Bilderback
BN Leasing Corporation
Post Office Box 961050
Fort Worth, Texas 76161
Bob B. Watkins
c/o Southwestern Utility
Post Office Box 85160
Tucson, Arizona 85745
Jack Helzer
Bonita Creek Land &
Homeowner's Association
251 North Big Al's Run
Payson, Arizona 85541
Susanne Knight
Boynton Canyon Enchantment
Homeowners Association
525 Boynton Canyon Road
Sedona, Arizona 86336
Don Bohler
Bradshaw Water Company
Post Office Box 12758
Prescott, Arizona 86304
Robert T. Hardcastle
Brooke Water LLC
Post Office Box 82218
Bakersfield, California 93380

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| | | |
|----|--|---|
| 1 | Buena Vista Public Service Corporation | Chas Creed |
| 2 | Buena Vista Ranch Route | Chas I. Creed |
| 3 | Nogales, Arizona 85621 | 303 West Stella Lane |
| | | Phoenix, Arizona 85013 |
| 4 | Dallas C. Gant Jr. | Matthew Lauterbach |
| | Caballeros Water Company, Inc. | Chino Meadows II Water Company |
| 5 | 1551 South Vulture Mine Road | Post Office Box 350 |
| | Wickenburg, Arizona 85390 | Chino Valley, Arizona 86323 |
| 6 | Mike Gallego | Dave Grundy |
| | Cactus-Stellar Limited | Cibola Mutual Water Company |
| 7 | HCR 2, Box 469 | RR2, Box 77 |
| | Tucson, Arizona 85735 | Cibola, Arizona 85328 |
| 8 | Stanley Bullard | Debra Kilgore |
| 9 | Camp Verde Water System, Inc. | Cienega Water Company, Inc. |
| | Post Office Box 340 | Post Office Box 3518 |
| 10 | Camp Verde, Arizona 86322 | Parker, Arizona 85344 |
| 11 | Robert Gordon | Robert T. Hardcastle |
| | Casa Grande South Water Company | Circle City Water Co., LLC |
| 12 | 117 East 2 nd Street | Post Office Box 82218 |
| | Casa Grande, Arizona 85122 | Bakersfield, California 93380 |
| 13 | Robert Gordon | Edd J. Murray |
| 14 | Casa Grande West Water Co., Inc. | Citrus Park Water Co. Inc. |
| | 117 East 2 nd Street | 34720 Mountain Loop H |
| 15 | Casa Grande, Arizona 85122 | Granite Falls, Washington 98252 |
| 16 | Lisa Sullivan | Clear Springs Utility Company, Inc. |
| | Cayetano, Inc. | Post Office Box 85160 |
| 17 | Post Office Box 14858 | Tucson, Arizona 85745 |
| | Tucson, Arizona 85732-4858 | |
| 18 | Vernon Cardwell | JJ Guerin |
| 19 | C-D Oasis Water Company | Clearwater Utilities Company, Inc. |
| | 1665 10 th Street | 20441 West Cheyenne Road |
| 20 | Douglas, Arizona 85607 | Buckeye, Arizona 85326 |
| 21 | Cedar Grove Water, Inc. | Andrew Stokes |
| | Post Office Box 364 | Cloud Nine Water Company, Inc. |
| 22 | Overgaard, Arizona 85933 | 86 Bel Aire Place, Suite 140 |
| | | Sierra Vista, Arizona 85635 |
| 23 | Michelle Monzillo | Roger Wagner |
| | Cerbat Water Company | Coldwater Canyon Water Company |
| 24 | 7313 East Concho Drive | Post Office Box 637 |
| | Kingman, Arizona 86401 | Black Canyon City, Arizona 85324 |
| 25 | Greg Barber | Arturo Gabaldon |
| 26 | Chaparral City Water Company | Community Water Company of Green Valley |
| | 12021 North Panorama Drive | 1501 South La Canada Drive |
| 27 | Fountain Hills, Arizona 85268 | Green Valley, Arizona 85622-1600 |
| 28 | | |

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|----|--|--|
| 1 | Don Ross Cordes Lakes Water Company Post Office Box 219 Tempe, Arizona 85280 | Patti Wynn DS Water Company Post Office Box 786 Desert Springs, Arizona 86432 |
| 3 | Charles Barney Crown King Water Company, Inc. 4918 West Park View Lane Glendale, Arizona 85310 | Susan Haas Eagletail Water Company, Inc. Post Office Box 157 Tonopah, Arizona 85354 |
| 6 | William Rezzonico Dairyland Water Cooperative 16707 East Happy Road Queen Creek, Arizona 85242 | Sebrina Davis Eden Water Company, Inc. 9488 North Hot Springs Road Eden, Arizona 85535 |
| 8 | Michelle Lane Dateland Public Service Co., Inc. Post Office Box 3011 Dateland, Arizona 85333 | Dennis Price Ehrenberg Improvement Association Post Office Box 50 Ehrenberg, Arizona 85334-0050 |
| 11 | Ben Thomas Dateland Water LLC 3412 West 2 nd Street Anacortes, Washington 98221 | Nancy Miller El Prado Water Company, Inc. 4743 East 30 th Place Yuma, Arizona 85365 |
| 13 | Desert Valencia Water Company, Inc. 2000 Forest Hills Road Prescott, Arizona 86303 | Jim Vermilyea Empirita Water Company, Inc. 2850 East Skyline Drive # 100 Tucson, Arizona 85718 |
| 15 | Scott Gray Diversified Water Utilities, Inc. 4700 East Thomas Road, Suite 203 Phoenix, Arizona 85018-7703 | Ron Bunce Equity Lifestyle Properties, Inc. 2 North Riverside Plaza, Suite 800 Chicago, Illinois 60606 |
| 16 | Steve McAdams Donald Steven McAdams 10434 230 th Street Delta, Iowa 52550 | William Jackson Jr. Estate of Pauline K. Smith Nee Jackson Post Office Box 103 Cornville, Arizona 86325 |
| 18 | Bill Linville Doney Park Water 5290 East Northgate Loop Flagstaff, Arizona 86004 | Allen Ginsberg F. Wayne Thompson and Dorothy Thompson c/o Allen Ginsberg 1120 West University Avenue, Suite 200 Flagstaff, Arizona 86001 |
| 20 | Todd Bremner Double R Water Distributors, Inc. 500 Lake Havasu Avenue North Lake Havasu City, Arizona 86403 | Matthew Bailey Farmers Water Company Post Office Box 7 Sahuarita, Arizona 85629 |
| 21 | Dragoon Water Company Post Office Box 85160 Tucson, Arizona 85754 | Herbert Dreiseszun Flagstaff Ranch Water Company, Inc. Post Office Box 10775 Phoenix, Arizona 85064 |
| 22 | | |
| 23 | | |
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| 26 | | |
| 27 | | |
| 28 | | |

1 Patricia Ashbrook
Forest Highlands Water Company
2 2425 William Palmer
Flagstaff, Arizona 86001
3
4 Amanda McCord
Fort Mohave Tribal Utilities Authority
Attn: Virginia Tasker
5 Post Office Box 5559
Mohave Valley, Arizona 86446
6
7 Francesca Water Company, Inc.
Post Office Box 85160
Tucson, Arizona 85754
8
9 Jimmy Deere
Gadsden Water Company, Inc.
Post Office Box 519
10 Somerton, Arizona 85350
11 Ron Fleming
Global Water – Santa Cruz Water Company
12 c/o Global Water
21410 North 19th Avenue, Suite 201
13 Phoenix, Arizona 85027
14 Golden Corridor Water Company
c/o Arizona Water Company
15 3805 North Black Canyon Highway
Phoenix, Arizona 85015
16
17 Linda Wayland
Golden Shores Water Company, Inc.
Post Office box 37
18 Topock, Arizona 86436
19 Lisa Sullivan
Goodman Water Company
20 6340 North Campbell, Suite 2
Tucson, Arizona 85718
21
22 Kirk Gray
Graham County Utilities, Inc.
Post Office Drawer B
23 Pima, Arizona 85543
24 Shelly Mussell
Grand Canyon Caverns and Inn, LLC
25 Post Office Box 180
Peach Springs, Arizona 86434
26
27 Doug Crawl
Grandview Water Company, Inc.
11632 South 194th Drive
28 Buckeye, Arizona 85326

Charles Horsley
Granite Dells Water Company
3025 North State Route 89
Prescott, Arizona 86301
Matthew Lauterbach
Granite Mountain Water Company
Post Office Box 350
Chino Valley, Arizona 86323
Robert Busch
Granite Oaks Water Users Association Inc.
Post Office Box 4947
Chino Valley, Arizona 86323
Beth Wand
Great Prairie Oasis, LLC
7502 East Hazelwood Street
Scottsdale, Arizona 85251
Melvin Swenson
Green Acres Water Company
2891 Patricia Lane
Yuma, Arizona 85364
Margie L. Good
Groom Creek Water User's Association
Post Office Box 3897
Prescott, Arizona 86302
Halcyon Acres Annex # 2 Water
Company, Inc.
Post Office Box 18448
Tucson, Arizona 85731-8448
Rudolf H. Barsotti
Halcyon Acres Water Users Association, Inc.
Post Office Box 18448
Tucson, Arizona 85731-8448
Valerie Betts
Heart Cab Co., Inc.
c/o Valerie Betts, President
4125 East Glenhaven Drive
Phoenix, Arizona 85048
William Lesko
Heckethorn Water Company
4400 East Button Lane
Flagstaff, Arizona 86001
Susan Stroud
High Country Pines Water Company, Inc.
6033 North 4th Place
Phoenix, Arizona 85012

- | | | |
|----|---|---|
| 1 | Barbara Dunlap Hillcrest Water Company 915 East Bethany Home Road Phoenix, Arizona 85014 | Douglas R. Thorne Kohl's Ranch Water Company Post Office Box 206 Payson, Arizona 85547 |
| 3 | Carol E. Cowan Holiday Enterprises Incorporated Post Office Box 309 Tombstone, Arizona 85638 | Horst Kraus Kraus Investment LC 44444 North Shangri La Lane New River, Arizona 85087 |
| 6 | Abraham Harris III Hopeville Water Company, Inc. 1415 South Palo Verde Road Buckeye, Arizona 85326 | Tim Kylo Kyllo Development Corp. Post Office Box 10593 Sedona, Arizona 86339 |
| 8 | Tim Kylo Humboldt Water Systems, Inc. Post Office Box 10593 Sedona, Arizona 86339 | La Casita Water Company, Inc. Post Office Box 13208 Tucson, Arizona 85732 |
| 11 | ICR Water Users Association, Inc. Post Office Box 2344 Prescott, Arizona 86302-2344 | Steve Soriano Lago Del Oro Water Company 9532 East Riggs Road Sun Lakes, Arizona 85248 |
| 13 | J.D. Campbell Sunrise Water Company 9098 West Pinnacle Peak Road Peoria, Arizona 85383 | Stanley Miller Lagoon Estates Water Company, Inc. 2600 North 44 th Street, Suite 203 Phoenix, Arizona 85008 |
| 15 | William H. Johnston Jackson Spring Estates Home and Property Owners Association 6139 East Hermosa Vista Drive Mesa, Arizona 85215 | Dugan McDonald Lake Verde Water Company, Inc. Post Office Box 2777 380 West Grippen Road Camp Verde, Arizona 86322 |
| 18 | Lawrence A. Worden Worden Water Co. 15150 West Ajo Way, Suite 568 Tucson, Arizona 85735 | Omar Mejia Las Quintas Serenas Water Company Post Office Box 68 Sahuarita, Arizona 85629 |
| 21 | John D. Ratliff Joshua Valley Utility Company 5219 North Casa Blanca Drive # 55 Paradise Valley, Arizona 85253 | Robert J. Canifield Lazy C Water Service Post Office Box 1 Tucson, Arizona 85702 |
| 23 | | |
| 24 | Kacey J. Parker Kacey J. Parker 1400 North Beeline Highway Payson, Arizona 85541 | Steve Gudovic Little Park Water Company 45 Castle Rock Road, Suite 4 Sedona, Arizona 86351 |
| 26 | C. Ed Schuetz Katherine Resort Water Company 6126 Chrismark Avenue San Diego, California 92120 | Rick Kautz Livco Water Company Post Office Box 659 Concho, Arizona 85924 |

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|----|--|---|
| 1 | Julie Baker Loma Estates Water Co., LLC 11620 Bella Sierra Trail Prescott, Arizona 86305 | Patricia D. Olsen Montezuma Rimrock Water Company LLC 3031 East Beaver Creek Road Rimrock, Arizona 86335 |
| 2 | | |
| 3 | Bevan Barney Loma Linda Estates, Inc. Post Office Box 967 Thatcher, Arizona 85552 | Scott Gold Mormon Lake Water Co. Post Office Box 38012 Mormon Lake, Arizona 86038 |
| 4 | | |
| 5 | | |
| 6 | Tom Lord Lord Arizona Water Systems, Inc. Post Office Box 3048 Show Low, Arizona 85902 | Joe Walworth Morristown Water Company Post Office Box 156 Morristown, Arizona 85342 |
| 7 | | |
| 8 | Jody R. Carlson Los Cerros Water Company, Inc. 4003 North Flowing Wells Road Suite 111 Tucson, Arizona 85705 | Peter Reznick Mountain Dell Water, Inc. 1492 West Palmer Avenue Flagstaff, Arizona 86001 |
| 9 | | |
| 10 | | |
| 11 | Lee Boring Lyn Lee Water Company 6101 North Camino De La Tierra Tucson, Arizona 85741 | Michelle Monzillo Mt. Tipton Water Co., Inc. Post Office Box 38 Dolan Springs, Arizona 86441-0038 |
| 12 | | |
| 13 | | |
| 14 | Neil Petersen McNeal Water Company Post Office Box 12776 Fort Huachuca, Arizona 85670-2776 | Naco Water Company, LLC Post Office Box 85160 Tucson, Arizona 85754 |
| 15 | | |
| 16 | Mescal Lakes Water Systems, Inc. Post Office Box 85160 Tucson, Arizona 85754 | Narvol D. Bales Sunizona Water Company 5416 East Highway 181 Pearce, Arizona 85625 |
| 17 | | |
| 18 | Wendy Ferguson Michael's Ranch Water Users' Association 1 Michael's Ranch Drive Sedona, Arizona 86336 | Robert Hardcastle Navajo Water Co., Inc. Post Office Box 82218 Bakersfield, California 93380 |
| 19 | | |
| 20 | | |
| 21 | Mirabell Water Company, Inc. Post Office Box 85160 Tucson, Arizona 85754 | Bob Fletcher New River Utility Company, Inc. 7939 West Deer Valley Road Peoria, Arizona 85382 |
| 22 | | |
| 23 | Robert Chris Rockwell Mohawk Utility Company 36140 Antelope Drive Wellton, Arizona 85356 | William Jackson Jr. Oak Creek Public Service, LLC Post Office Box 103 Cornville, Arizona 86325 |
| 24 | | |
| 25 | Alfred Rubio Monte Vista Water Co. LLC 4762 North Rustler Place Douglas, Arizona 85607 | Randy Sosin Oak Creek Utility Corporation Post Office Box 1020 Apache Junction, Arizona 85117-4039 |
| 26 | | |
| 27 | | |
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|----|--|--|
| 1 | Jack Selley Oak Creek Water Co., No. 1 | Lance Wicshmeier Pine Valley Water Company |
| 2 | 90 Oak Creek Boulevard Sedona, Arizona 86336 | 480 Raintree Road Sedona, Arizona 86351 |
| 3 | | |
| 4 | Stephen Anderson Oatman Water Company, LLC | Nathan Castillo Pinecrest Water Company, Inc. |
| 5 | 9184 North 81 st Street Scottsdale, Arizona 85258 | Post Office Box 97 Nutrioso, Arizona 85932 |
| 6 | Kathleen Day Orange Grove Water Company | Vera Hendrix Ponderosa Utility Corporation |
| 7 | Post Office Box 889 Yuma, Arizona 85366 | 949 Osage Street Flagstaff, Arizona 86001 |
| 8 | | |
| 9 | Park Water Company, Inc. Post Office Box 85160 Tucson, Arizona 85754 | Rick Coffman Pueblo Del Sol Water Company |
| 10 | | 4226 Avenida Cochise Street Sierra Vista, Arizona 85635 |
| 11 | Gail Spain Parker Lakeview Estates Homeowners Association, Inc. | Ethel C. Shepherd Puestra Del Sol Water Company |
| 12 | HC 1, Box 474 Elgin, Arizona 85611 | 3626 Liese Drive Prescott, Arizona 86303 |
| 13 | | |
| 14 | Robert T. Hardcastle Payson Water Co., Inc. Post Office Box 82218 | Jack Beebe Q Mountain Mobile Home Park |
| 15 | Bakersfield, California 93380 | Post Office Box 4930 Quartzsite, Arizona 85359 |
| 16 | Richard Darnall Peeples Valley Water Company | Bruce Jacobson Q Mountain Water, Inc. |
| 17 | Post Office Box 88006 Phoenix, Arizona 85080 | c/o Bruce Jacobson 1334 South 5 th Avenue |
| 18 | | Yuma, Arizona 85364 |
| 19 | Bill McCabe Picacho Peak Water Company | Steve Soriano Quail Creek Water Company |
| 20 | 28784 Stonehenge Drive Chesterfield, Michigan 48047 | 9532 East Riggs Road Sun Lakes, Arizona 85248 |
| 21 | Steve Soriano Picacho Water Company | Jason Williamson Rainbow Parks, Inc. |
| 22 | 9532 East Riggs Road Sun Lakes, Arizona 85248 | 7581 East Academy Boulevard # 229 Denver Colorado 80230 |
| 23 | | |
| 24 | Ed Kile Picacho Water Improvement Corporation | Nancy Miller Ranchers Bonitos Water Co. LLC |
| 25 | 6240 East Monitor Picacho, Arizona 85141 | 4743 East 30 th Place Yuma, Arizona 85365 |
| 26 | Steve Soriano Pima Utility Company | Albert Lannon Rancho Del Conejo Community Water |
| 27 | 9532 East Riggs Road Sun Lakes, Arizona 85248-7411 | Co-Op, Inc. 13130 West Rudasill Road |
| 28 | | Tucson, Arizona 85743 |

- | | | |
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| 1 | Rhonda Mallis Rosenbau Ray Water Company, Inc. 414 North Court Avenue Tucson, Arizona 85701 | Steve Soriano Santa Rosa Water Company 9532 East Riggs Road Sun Lakes, Arizona 85248 |
| 2 | | |
| 3 | Mark Weinberg | Jim Lentine |
| 4 | Red Rock Utilities, LLC 2200 East River Road, Suite 1 | Seven Canyons Water Company c/o Avion Holdings, LLC 15290 North 78 th Way Scottsdale, Arizona 85260 |
| 5 | Tucson, Arizona 85718 | |
| 6 | Steve Soriano | John W. Guth |
| 7 | Ridgeview Utility Company 9532 East Riggs Road Sun Lakes, Arizona 85248 | Shepard Water Company 10430 North Martinez Lake Yuma, Arizona 85365 |
| 8 | | |
| 9 | Juanita Carbajal | Tom Lord |
| 10 | Rillito Water users Association Post Office Box 668 Rillito, Arizona 85646 | Sitgreaves Water Company Post Office Box 3048 Show Low, Arizona 85902 |
| 11 | Karen Hartwell | Sonoita Valley Water Company |
| 12 | Rincon Water Company HC #70 Box 3601 Sahuarita, Arizona 85629 | Post Office Box 85160 Tucson, Arizona 85745 |
| 13 | | |
| 14 | James Thomson | Southland Utilities Company, Inc. |
| 15 | Rio Verde Utilities, Inc. 25609 Danny Lane Rio Verde, Arizona 85263 | Post Office Box 85160 Tucson, Arizona 85754 |
| 16 | Michael Leach | Mark Weinberg |
| 17 | Roosevelt Lake Resort, Inc. Post Office Box 695 Roosevelt, Arizona 85545 | Spanish Trail Water Company 2200 East River Road, Suite 11 Tucson, Arizona 85718 |
| 18 | | |
| 19 | Gary Brasher | Broc C. Hiatt |
| 20 | Rose Valley Water Company, Inc. Post Office Box 1444 Green Valley, Arizona 85622-1444 | Spring Branch Water Company, Inc. 1223 South Clearview Avenue Mesa, Arizona 85309 |
| 21 | Lisa Sullivan | Starlight Water Company, Inc. |
| 22 | Saguaro Water Company Post Office Box 14858 Tucson, Arizona 85732 | Post Office Box 84160 Tucson, Arizona 85754 |
| 23 | | |
| 24 | Marian Homiak | Michael Suggs |
| 25 | Sahuarita Water Company LLC 4549 East Fort Lowell Road Tucson, Arizona 85712 | Sterling Water Company 12438 North Saguaro Boulevard Fountain Hills, Arizona 85268 |
| 26 | Sandario Water Company, Inc. Post Office Box 85160 Tucson, Arizona 85754 | Edward Elliott |
| 27 | | Stoneman Lake Water Company, Inc. Post Office Box 10061 Sedona, Arizona 86339 |
| 28 | | |

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|----|---|---|
| 1 | Albert Hunt Strawberry Water Company HC1 Box 817 Pine, Arizona 85544-9719 | James C. Rea Tonto Creek Water Company, LLC 4486 East Ford Avenue Gilbert, Arizona 85234 |
| 2 | | |
| 3 | Diana Crites | Jeff or Dianne Daniels |
| 4 | Sun Leisure Estates Utilities Company, Inc. Post Office Box 1074 Yuma, Arizona 85366 | Tonto Village Water Company, Inc. 173 South Blackfoot Road Payson, Arizona 85541 |
| 5 | | |
| 6 | Jimmy L. Harris Sun Valley Farms Unit VI Water Co., Inc. 3698 East Hash Knife Draw San Tan Valley, Arizona 85140 | Daniel O'Connell Tortolita Water Co., Inc. 3573 East Sunrise Drive, Suite 133 Tucson, Arizona 85718 |
| 7 | | |
| 8 | Nancy Miller | Michelle Monzillo |
| 9 | Tacna Water Management Company c/o 4743 East 30 th Place Yuma, Arizona 85365 | Truxton Canyon Water Company, Inc. 7317 East Concho Drive, Suite B Kingman, Arizona 86401 |
| 10 | | |
| 11 | Chris Parish Tall Pine Estates Water & Improvement Association HC 31 Box 25 Mormon Lake, Arizona 86038 | Judy A. Lopez Turner Ranches Water & Sanitation Company Post Office Box 1020 Apache Junction, Arizona 85217-1020 |
| 12 | | |
| 13 | | Chris Brainard |
| 14 | Ruel Rogers The Morenci Water and Electric Company Post Office Box 68 Morenci, Arizona 85540 | Tusayan Water Development Association, Inc. c/o Quality Inn Post Office Box 520 Grand Canyon, Arizona 86023 |
| 15 | | |
| 16 | Thim Utility Co. Post Office Box 85160 Tucson, Arizona 85754 | Christopher Hill Twin Hawks Utility, Inc. Post Office Box 70022 Tucson, Arizona 85737 |
| 17 | | |
| 18 | Robert L. Prince | Jeremy McCaleb |
| 19 | Tierra Buena Water Company, Inc. 12540 West Bethany Home Road Litchfield Park, Arizona 85340 | Utility Source, LLC 20525 East Chandler Heights Queen Creek, Arizona 85142-9500 |
| 20 | | |
| 21 | Tierra Linda Water Company, Inc. Post Office Box 14858 Tucson, Arizona 85732 | Jeff or Dianne Daniels Utility Systems, LLC 173 South Blackfoot Road Payson, Arizona 85541 |
| 22 | | |
| 23 | Nancy Miller Tierra Mesa Estates Water Co. 4743 East 30 th Place Yuma, Arizona 85385 | Christopher Volpe Vail Water Company, Inc. 1010 North Finance Center Tucson, Arizona 85710 |
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| 25 | Robert Hardcastle | |
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16 Vernon Valley Water, Inc.
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17 Overgaard, Arizona 85933
18 Thomas Stoddard
Virgin Mountain Utilities Company, Inc.
19 Post Office Box 668
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20 Lawrence Cesare
Viva Development Corporation
21 Post Office Box 12863
22 Tucson, Arizona 85732
23 Richard Gieseler
Voyager Water Company
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29 Kayla Christine

ARTICLE 22. PRIVATE CUSTOMER INFORMATION

R14-2-2201. Definitions

In this Article, unless otherwise specified:

- A. "Advanced metering technology" means a metering system that records customer consumption [and possibly other parameters] hourly or more frequently and that provides for daily or more frequent transmittal of measurements over a communication network to a central collection point.
- B. "Affiliate" means, with respect to a Utility, any other entity directly or indirectly controlling, controlled by, or under common control with the Utility.
- C. "Agent" or "Contractor" means a person or entity acting under and in accordance with authority granted by a Utility and in furtherance of the Utility's objectives, or pursuant to a contractual or other business relationship with the Utility, but is not a Utility employee.
- D. "Aggregate information" means collective data that relates to a group or category of services or customers, from which personally identifying information has been removed such that a specific Customer's identity cannot be ascertained.
- E. "Anonymous information" means data regarding Utility service furnished to a customer, presented without any personally identifying information.
- F. "Customer" means the person in whose name service is rendered and who is responsible for payment of the account.
- G. "Customer Account Information" means individually identifiable information including Customer address, contact information, payment history, account number, and amount billed. Customer Account Information also includes information received by the Utility from the Customer for purposes of participating in regulated Utility programs, including bill payment assistance, shutoff protection, renewable energy, demand-side management, load management, or energy efficiency.
- H. "Disclose" means to release, transfer, permit access to, or divulge in any other manner.
- I. "District" means a legal entity formed under A.R.S. Title 48.
- J. "Documentation" means supportive information recorded in written, photographic, electronic, or other fixed form.

- K. "Energy Assistance Organization" means a nonprofit corporation established to provide low-income energy assistance pursuant to state or federal law.
- L. "Legal representative" means an attorney at law, attorney in fact, legal guardian, or other person responsible for a Customer's well-being, finances, legal or business affairs and who has provided documentation establishing such status in relation to the Customer.
- M. "Opt-in approval" means Customer consent to use or disclose the Customer's Private Customer Information, obtained as required in this Article.
- N. "Person" means an individual or a partnership, corporation, governmental agency, or other organization operating as a single entity.
- O. "Personally identifying information" means any of the following pertaining to a specific Customer:
- a. Name,
 - b. Address,
 - c. Telephone number,
 - d. E-mail address,
 - e. Account number,
 - f. Date of birth,
 - g. Social Security Number,
 - h. Credit card or bank account information, or
 - i. Other information that could be used to determine the identity of or to make contact with the customer.
- P. "Primary purpose" means the collection, use, or disclosure of information collected by the Utility or supplied by the Customer in order to: 1) provide, bill, or collect for, regulated services; 2) provide for system, grid, or operational needs; 3) provide services as required by state or federal law or as specifically authorized by an order of the Commission; or 4) plan, implement, or evaluate, energy assistance, demand response, energy management, energy efficiency, or renewable energy programs by the Utility or under contract with the Utility, under contract with the Commission, or as part of a Commission-authorized program conducted by an entity under the supervision of the Commission, or pursuant to state or federal statutes governing energy assistance.
- Q. "Private Customer Information" means Customer Account Data, Personally Identifiable Information, and Customer Usage Data as defined in this Section.
- R. "Customer Usage Data" means any personally identifying information combined with any of the following pertaining to a specific Customer and available to the Utility serving that Customer solely by virtue of the Utility-Customer relationship:

- a. Information regarding the type, quantity, and technical configuration of any Utility service or product to which the Customer subscribes;
 - b. Information regarding the time of use, amount of use, and destination for any utility service or product to which the Customer subscribes; and
 - c. Information regarding any specific type of device, equipment, or appliance that a Customer uses.
- S. "Secondary purpose" means any purpose that is not a primary purpose.
- T. "Standard Customer Usage Data" means the usage data that is made generally available by the Utility to all similarly situated customers on a regular basis, delivered by the Utility in a standard format. If actively maintained in its systems in the ordinary course of business, such data shall be sufficient to allow customers to understand their usage at a level of detail commensurate with the meter or network technology deployed by the Utility to serve the customers' premises.
- U. "Third Party" means a person or entity other than the Customer of record, the Utility serving such Customer, or an Agent or Contractor of the Utility.
- V. "Utility" means a public service corporation, as defined in Article 15, § 2 of the Arizona Constitution, providing electric, gas, water, or sewer service within Arizona.
- W. "Utility Service" means a Utility's furnishing of a product, commodity, or service to a Customer as permitted by a Commission rule or a Commission-approved tariff or program and encompasses the business activities and communications reasonably necessary for the Utility to provide or offer the product, commodity, or service to the Customer; to facilitate and obtain payment from the Customer; to educate the Customer; and to monitor the Utility-Customer relationship.

R14-2-2202. Applicability.

This Article applies to each Class A, B or C Utility as defined in R14-2-2201 and R14-2-103, or any Utility utilizing advanced metering technology.

R14-2-2203. Collection and Use of Private Customer Information.

- A. A Utility shall collect Private Customer Information as necessary to accomplish a Primary Purpose only.
- B. A Utility may collect and use Private Customer Information for a Primary Purpose without Customer consent.
- C. Customer Consent through opt-in or a signed Customer Authorization is necessary before a Utility may collect, use or disclose Private Customer Information for a Secondary Purpose.

- D. The Utility may not sell Private Customer Information except in connection with sales of certain aged receivables to collection firms for purposes of removing this liability from its accounts.

R14-2-2204. Instances Where Disclosure Is Allowed without Customer Consent or Opt-In Approval.

- A. A Utility may use and disclose a Customer's Private Customer Information without Customer consent or opt-in approval only as authorized in this Article or in R14-2-2212 which provides exceptions for legal process.
- B. A Utility may use, or disclose to a Utility Agent or Contractor or a Third Party for a Primary Purpose and authorize the Agent or Contractor or a Third Party to use, Private Customer Information as necessary to accomplish a Primary Purpose to enable the provision of utility service to the Customer as defined in R14-2-2201.
- C. The following shall be considered necessary to accomplish a Primary Purpose under these Rules such that Private Customer Information may be disclosed without the Customer's consent when it is provided:
 - 1. To another Utility, a District, or a Municipality and is necessary for the other Utility, the District, or the Municipality to collect payment from the Customer for Utility services provided by the other Utility, District, or Municipality;
 - 2. To a Third Party, such as an entity providing debt collection services, mediation or arbitration services, or legal services, to protect the Utility's property and other legal interests in the context of nonpayment by or a dispute with the Customer;
 - 3. To another Utility, a District, or a Municipality, to protect the other Utility, the District, or the Municipality from fraudulent, abusive, or unlawful use of or subscription to services;
 - 4. To a Utility or its Agent or Contractor or a Third Party to comply with federal or state law permitting disclosure of Private Customer Information for purposes such as conducting pipeline safety surveys or complying with Blue Stake requirements;
 - 5. To an Agent or Contractor of the Utility to perform Utility repair services; and
 - 6. To an acquiring or merging Utility when necessary in the context of a business transition such as an asset sale or merger to the extent permitted by law.
- D. These rules shall not apply to the disclosure of Private Customer Information to the extent necessary to protect the Customer or another individual from death or significant bodily harm.

- E. These rules shall not apply to the disclosure of Private Customer Information to the Commission or the Commission Staff.
- F. Disclosures under this Subpart shall be in the smallest increment possible for the Third Party, Utility Municipality or District to provide the specified services and shall comply with R14-2-2205 and R14-2-2206.
- G. A Utility may recover its reasonable costs associated with providing Private Customer Information to another Utility, District or Municipality for the provision of Utility service.

R14-2-2205. Disclosure to Agents or Contractors for a Primary Purpose.

- A. The Utility shall share information in the smallest increment necessary for the Agent or Contractor to provide service to the Customer.
- B. The Contract between the Utility and its Agents or Contractors shall specify that all Agents and Contractors are held to the same confidentiality and privacy standards as the Utility, its employees and its operations. These contracts shall also prohibit Agents or Contractors from using any information supplied by the Utility for secondary purposes.
- C. The Utility shall require its Agents and Contractors to implement and maintain reasonable data security procedures and practices designed to protect the Private Customer Information from unauthorized access, destruction, use, modification, or disclosure.
- D. The Utility shall require Agents and Contractors to return or destroy any Private Customer Information that is no longer necessary for the purpose for which it was transferred.
- E. The Contract between the Utility and an Agent or Contractor shall also provide that if there is an unauthorized disclosure of Private Customer Information by an Agent or Contractor in violation of the Contractor's or Agent's contract with the Utility, it shall be considered a material breach and the Utility shall promptly cease disclosing Private Customer Information to the Agent or Contractor.
- F. The Utility shall maintain records of the disclosure of Private Customer Information to Agents and Contractors in accordance with Utility record retention policies and Commission rules. This shall include all contracts between the Agent or Contractor and the Utility.
- G. The Utility's contractual provisions with Agents and Contractors shall also apply to any subcontractors used by the Utility's Agents or Contractors to the extent necessary to demonstrate compliance with these Rules.

R14-2-2206. Disclosure to Third Party for a Primary Purpose.

- A. All disclosures of Private Customer Information by a Utility to a Third Party for a Primary Purpose shall comply with all of the requirements of Subpart R14-2-2205 above.

R14-2-2207. Customer Access to Data.

- A. The Customer has a right to know what information the Utility collects and maintains about the Customer, how often the data is collected and to whom and how it is made available, for what purpose and for how long.
- B. At the request of the Customer, a Utility shall disclose to the Customer or the Customer's legal representative, the Customer's Account Information, Personally Identifiable Information, and /or Customer Usage Data.
- C. Customers have a right to share their own Customer Usage Data with Third Parties of their choice. The Utility shall make a standard Customer Authorization form available for this purpose which complies with the requirements of Subpart R14-2-2209. Once the Utility verifies the Customer's request and securely transfers the information to the Customer's designated Third Party, the Utility is not responsible for loss, theft, alteration or misuse of the data by the designated Third Parties or customers after the information has been securely transferred to the Customer or the Customer's designated Third Party.
- D. Customers shall have the opportunity to request corrections or amendments to Customer Account Information or Personally Identifiable Data that the Utility collects, stores, uses, or distributes.
- E. Nothing in these Rules shall limit a Customer's right to provide his or her Customer data to anyone.

R14-2-2208. Standard and Non-Standard Customer Usage Data.

- A. A Utility shall include in its tariffs a description of Standard and Non-Standard Customer Usage Data that the Utility is able to provide to the Customer or to any Third-Party recipient to whom the Customer has authorized disclosure of the Customer's Usage Data within the Utility's technological and data capabilities. At a minimum, the Utility's tariff will provide the following:
1. A description of Standard Customer Usage Data and Non-Standard Customer Usage Data (billing determinants or other collected data) and the frequency of Customer Usage Data updates that will be available (annual, monthly, daily, etc.);
 2. The method and frequency of Customer Usage Data transmittal and access available (electronic, paper, etc.) as well as the security protections or requirements for such transmittal;

3. A timeframe for processing the request;
 4. Any charges associated with processing a request for Non-Standard Customer Usage Data; and
 5. Any charges associated with obtaining Non-Standard Customer Usage Data.
- B. As part of basic Utility service, a Utility shall provide to a Customer the Customer's standard Customer Usage Data, access to the Customer's standard Customer Usage Data in electronic machine-readable form on the Utility's website, in conformity with nationally recognized standards and best practices in a manner that ensures adequate protections for the Utility's system security and continued privacy of the Customer Usage Data during transmission. Such access shall be provided without additional charge. If such access is not within the Utility's existing technological or data capabilities, the Utility may seek a waiver of this requirement from the Commission.

R14-2-2209. Customer Notice of Privacy and Security Requirements.

- A. The Utility shall conspicuously post on its website notice of these privacy and security requirements governing access to and disclosure of Customer Usage Data and aggregated data to Third-Parties. The Utility shall also file for Commission approval a tariff containing the requirements pertaining to the collection, use and disclosure of Private Customer Information. The notice shall also be provided to the Customer at the commencement of Utility service and if subsequently requested by the Customer.
- B. The contents of the notice and tariff shall:
1. Include a description of the types of Customer data the Utility collects;
 2. Inform customers that the privacy and security of their Private Customer Information will be protected by the Utility while in its possession;
 3. Explain the frequency with which the Utility collects and stores Customer data and the frequency that the Customer can obtain Customer data;
 4. Explain the difference between a Primary purpose where Customer consent is not required and a Secondary purpose where Customer consent is required;
 5. Explain that opt-in approval or a Customer Authorization Form is necessary for the Utility to collect, use or disclose Private Customer Information for a Secondary purpose. Explain that such authorization may be obtained electronically, in writing, or orally, as long as the oral authorization is recorded and demonstrates that the

information provided to the Customer conforms with the requirements of these Rules.

6. Explain that Customers can access their Standard Customer data as identified by the Utility's tariff, without additional charge;
7. Describe the Utility's policies regarding how customers can authorize access and disclosure of their Customer data to Third-Parties;
8. Explain that any Customer consent for access to, disclosure of, or use of a Customer's data by a Third-Party may be terminated or limited by the Customer of record at any time and inform the Customer of the process for doing so;
9. Provide a Customer Service phone number and web address where customers can direct questions or obtain information regarding their customer data, the disclosure of Customer data or aggregate data, or the Utility's privacy policies and procedures with respect to Customer data or aggregated data.
10. Be printed in both English and Spanish versions, unless the customer has previously expressed a preferred language (either English or Spanish), in which case the notice may be provided to the Customer in the Customer's preferred language alone;

R14-2-2210. Obtaining Customer Authorization or Opt-In Approval for Secondary Purpose

- A. A Utility that desires to obtain a Customer's authorization to collect, use or disclose Customer Usage Information or Personally Identifiable Information for a Secondary purpose shall obtain the Customer's opt-in approval or a signed Customer Authorization Form from the Customer as provided in this Subpart. The opt-in authorization or Customer Authorization Form must:
 1. Include the definition of Private Customer Information;
 2. Identify with specificity each Secondary purpose for which the Utility desires to use or to disclose the Customer's Private Customer Information;
 3. Identify with specificity the type of service, program, or product for which the Utility desires to use or disclose the Customer's Private Customer Information;
 4. In the case of a Customer Authorization Form, includes the name, physical address, mailing address, email address and telephone number of the Third Party Recipient;

6. State a description of the data to be disclosed; when it would be disclosed; how often it would be disclosed; and how long it will be retained by the Utility or Third Party;
7. Inform the Customer that the Customer may refuse to provide opt-in approval and that the Customer's denial of opt-in approval will not affect the Utility's provision of utility service to the Customer;
8. Inform the Customer that he or she may later revoke opt-in approval or approval provided through execution of a Customer Authorization Form, if used and an explanation of the revocation process;
9. Include a phone number that the Customer may call with any questions concerning the opt-in notice or Customer Authorization Form;
10. Be clearly legible, in 12-point or larger print and be available and be provided to the Customer in both English and Spanish versions, unless the Customer has previously expressed a preferred language (either English or Spanish), in which case the notice may be provided to the Customer in the Customer's preferred language alone;
11. If mailed to the Customer, be mailed separately from any billing information, inducement, advertisement, or promotional information, unless the opt-in notice is included as an insert in the customer's monthly bill, clearly marked "Request for Customer Opt-In Authorization" in bold type at the top of the insert;
12. If sent to the Customer electronically, be e-mailed separately from any billing information, inducement, advertisement, or promotional information;
13. Include instructions for how the Customer must respond to provide opt-in approval;
14. State that the Customer must notify the Utility in writing (electronically or non-electronically) to terminate the consent including appropriate Utility contact information;
15. State that a Customer's opt-in approval shall remain in effect until the Customer revokes the opt-in approval; and
16. Inform the Customer of a toll-free telephone number, and any other available method, through which the Customer can notify the Utility if the Utility makes an error regarding the Customer's opt-in approval status or the Customer desires to revoke the Customer's opt-in approval.

- B. The Utility may establish a process for oral opt-in consent by the Customer as long as such consent is recorded and demonstrates that Customer was provided with all of the information required by this subpart. If the Utility uses a process allowing oral opt-in consent, the Utility take appropriate steps to establish the identity of the Customer.
- C. If a Customer does not respond to an opt-in notice, or provides an incomplete or incomprehensible response to an opt-in notice, the Customer shall be deemed to have denied the requested opt-in approval.
- D. A Customer's opt-in approval authorizes a Utility to use the Customer's Private Customer Information only for the purposes set forth in the opt-in notice and to disclose the Customer's Private Customer Information only as described in the opt-in notice.
- E. An opt-in notice that does not comply with the provisions of subsection (A) cannot result in an effective opt-in approval from a Customer.
- F. The Utility shall provide notice to the Customer that with respect to any Private Customer Information provided to a Third Party specifically designated by the Customer to receive the Customer's Private Customer Information, the Utility shall not be responsible for monitoring or taking any steps to ensure that the Third-Party to whom the data is disclosed is maintaining the confidentiality of the data or using the data as intended by the Customer.
- G. If the Utility provides Private Customer Information under this subpart to a Third Party for use with the Utility for a Secondary Purpose, the Utility shall obtain the name, address and the Third Party's statutory agent in the State, and such other information as deemed appropriate and such use and disclosure shall also comply with R14-2-2205.
- H. The Utility shall keep a record of all requests to collect, use or disclose Private Customer Information for a Secondary Purpose and of all instances of collection, disclosure or use of Private Customer Information pursuant to this Subpart.

R14-2-2211. Exception for Existing Programs for Which the Customer has Already Opted In.

If a Customer, prior to the effective date of this Article, has affirmatively consented to the use or disclosure of the Customer's Customer Account Information, Customer Usage Information or Personally Identifiable Information to participate in a specific Utility program or to receive a specific Utility service, the Utility is not required to obtain the Customer's opt-in approval before using or disclosing the Customer's Private Customer Information for purposes of that Utility program or Utility service.

R14-2-2212. Confirmation and Verification of Opt-In Approval.

- A. Within 10 days after receiving a Customer's opt-in approval, a Utility shall provide the Customer with written confirmation:
1. Sent to the Customer by mail or electronic mail, separately from any other communication from the utility;
 2. Explaining the scope of the Customer's opt-in approval received; and
 3. Informing the Customer of a toll-free telephone number, and any other available method, through which the Customer can notify the Utility if the Utility has made an error regarding the Customer's opt-in approval status or if the Customer desires to revoke the opt-in approval.
- B. A Utility shall retain, maintain, and upon request provide to the Customer, the Customer's legal representative, or the Commission sufficient documentation concerning each Customer's opt-in approvals to demonstrate that the Utility has complied with the requirements of this Article.
- C. A Utility shall maintain the records in subsection (C) for the life of a Customer's account and for at least one year after the Customer's account has been closed.

R14-2-2213. No Opt-In Approval Required for Disclosure Pursuant to Legal Process.

- A. A Utility may not disclose Private Customer Information unless provided in accordance with this rule, or expressly authorized by state or federal law or by order of the Commission, except in the following circumstances:
1. Pursuant to a warrant or other Court order or subpoena naming with specificity the Customer whose information is sought.
 2. To a prosecuting authority such as the Arizona Attorney General, a County or Municipal Attorney when requested by that entity in connection with an active investigation or litigation involving the Customer;
 3. To an entity such as the Better Business Bureau to respond to a formal or informal complaint filed by the Customer.
- B. Disclosures under this Subpart shall be in the smallest increment possible to respond to the warrant, Court order, subpoena or complaint.
- C. The Utility shall keep a record of all disclosures pursuant to this Subpart.

R14-2-2214. Data Security.

- A. A Utility shall implement reasonable administrative, technical and physical safeguards to protect Private Customer Information from unauthorized access, destruction, use, modification, or disclosure.
- B. A Utility shall ensure that Private Customer Information that the Utility requires to be transmitted wirelessly for purposes of providing utility service is protected from disclosure using encryption and password protection or another methodology meeting the minimum requirements for security practices, technologies, protocols, and controls currently recognized as meeting the standard of practice for its industry.
- C. A Utility shall notify the Commission's Executive Director of security breaches of Private Customer Information within one week of detection or notification of a breach.

R14-2-2215. Aggregate and Anonymous Information.

- A. A Utility shall not disclose aggregated data unless such disclosure conforms to these rules.
- B. In aggregating customer data to create an aggregated data report, a Utility must take steps to ensure the report is sufficiently anonymous in its aggregated form so that any individual Customer data or reasonable approximation thereof cannot be determined from the aggregated amount. At a minimum, a particular aggregation must contain: 1) at least fifteen customers or premises, and 2) within any Customer class, no single Customer's Customer data on or premise associated with a single Customer's data may comprise 15 percent or more of the total Customer data aggregated per Customer class to generate the aggregated data report (the "15/15 Rule"). A Utility shall not be required to disclose aggregated data if such disclosure would compromise the individual Customer's privacy or the security of the Utility's system.

R14-2-2216. Collection of Certain Private Customer Information.

A Utility shall not collect, use or disclose a Customer's Private Customer Information regarding usage of any particular appliance or electrical device unless the Utility is authorized to gather such Private Customer Information pursuant to a Commission Decision or a specific Commission-approved tariff or program.

R14-2-2217. Limitation of Liability.

A Utility and each of its directors, officers and employees that discloses customer data pursuant to a customer's authorization in accordance with this Article, shall not be liable or responsible for any claims for loss or damages resulting from the Utility's disclosure of customer data.

R14-2-2216. Waivers.

- A. A Utility may request a waiver of any of the provisions of this Subpart upon good cause shown.