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1 COMMISSIONERS

- 2 Bob Stump – Chairman
- 3 Gary Pierce
- 4 Brenda Burns
- 5 Bob Burns
- 6 Susan Bitter Smith

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2014 DEC 15 P 4: 02

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

DEC 15 2014

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7 **BEFORE THE ARIZONA CORPORATION COMMISSION**

8 IN THE MATTER OF THE APPLICATION
9 OF TUSAYAN WATER DEVELOPMENT
10 ASSOCIATION, INC. FOR
11 ESTABLISHMENT OF RATES FOR
12 WATER SERVICE.

DOCKET NO. W-02350A-10-0163

12 IN THE MATTER OF THE APPLICATION
13 OF ANASAZI WATER CO., LLC FOR
14 ADJUDICATION "NOT A PUBLIC
15 SERVICE CORPORATION."

DOCKET NO. W-20765A-10-0432

15 IN THE MATTER OF THE APPLICATION
16 OF HYDRO-RESOURCES, INC. FOR
17 ADJUDICATION "NOT A PUBLIC
18 SERVICE CORPORATION."

DOCKET NO. W-20770A-10-0473

18 IN THE MATTER OF THE APPLICATION
19 OF TUSAYAN WATER DEVELOPMENT
20 ASSOCIATION, INC. FOR
21 CANCELLATION OF CERTIFICATE OF
22 CONVENIENCE AND NECESSITY

DOCKET NO. W-02350A-13-0312

22 IN THE MATTER OF THE APPLICATION
23 OF HYDRO-RESOURCES, INC. FOR A
24 CERTIFICATE OF CONVENIENCE AND
25 NECESSITY TO PROVIDE WATER
26 SERVICE.

DOCKET NO. W-20770A-13-0313

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1 **NOTICE OF COMPLIANCE FILING BY HYDRO-RESOURCES, INC.**

2
3 Pursuant to the Decision No. 74742, Hydro-Resources, Inc., hereby files, for the
4 Commission's review and consideration, three Best Management Practices tariffs as a
5 compliance item as provided in the Decision:

6 Customer High Water Use Inquiry Tariff – BMP 3.6

7 Customer High Water Use Notification Tariff – BMP 3.7

8 Meter Repair and/or Replacement Tariff – BMP 4.2

9
10 DATED this 15th day of December, 2014.

11
12 BRYAN CAVE LLP

13
14 By 

15 Steven A. Hirsch, #006360

16 Rodney W. Ott, #016686

17 Two N. Central Avenue, Suite 2200

18 Phoenix, AZ 85004-4406

19 Attorneys for Hydro-Resources, Inc.

20 **ORIGINAL and 13 COPIES** of the
21 foregoing filed this 15th day of December,
22 2014, with:

23 Docket Control Division
24 Arizona Corporation Commission
25 1200 W. Washington
26 Phoenix, AZ 85007

27 **COPY** of the foregoing hand-delivered
28 this 15th day of December, 2014, to:

 Hearing Division
 Arizona Corporation Commission
 1200 W. Washington
 Phoenix, AZ 85007

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11 **COPY** of the foregoing e-mailed and mailed
12 this 15th day of December, 2014, to:

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BMP 3.6

Company: Hydro-Resources, Inc.

Decision No.: 74742

Phone: 928-638-8205

Effective Date: 12/15/2014

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

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

REQUIREMENTS

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

1. The Company shall handle high water use inquiries as calls are received.
2. Calls shall be taken by a customer service representative who has been trained on typical causes of high water consumption as well as leak detection procedures that customers can perform themselves.
3. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to conduct a leak detection inspection and provide the customer with water conservation measures. The leak detection inspection may consist of a meter read check for flow verification. If the on-site inspection is requested by the customer, the Commission approved meter re-read tariff fee shall apply.
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.

BMP 3.7

Company: Hydro-Resources, Inc.

Decision No.: 74742

Phone: 928-638-8205

Effective Date: 12/15/2014

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

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

REQUIREMENTS

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

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

Company: Hydro-Resources, Inc.

Decision No.: 74742

Phone: 928-638-8205

Effective Date: 12/15/2014

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.

BMP 4.2

Company: Hydro-Resources, Inc.

Decision No.: 74742

Phone: 928-638-8205

Effective Date: 12/15/2014

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

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

REQUIREMENTS

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

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