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Arizona Corporation Commission

DOCKETED

MAR 18 2016

DOCKETED BY

Attorneys for Payson Water Co., Inc

BEFORE THE ARIZONA CORPORATION COMMISSION

J. ALAN SMITH,
COMPLAINANT,

DOCKET NO: W-03514A-12-0007

VS.

PAYSON WATER CO., INC. / BROOKE
UTILITIES, INC.,
RESPONDENT.

NOTICE OF COMPLIANCE

Pursuant to Decision No. 75413 (January 19, 2016), Payson Water Co., Inc. ("Company") hereby submits this Notice of Compliance in the above-captioned matter. Decision No. 75413 requires the Company to file a report describing the payment methods currently available to its customers; stating how quickly payments are credited to customer accounts with each method; analyzing the feasibility and costs and benefits of establishing additional payment methods or altering current payment methods to ensure that each payment made in cash to an authorized agency or made electronically or by telephone using a credit card is credited to a customer's account within 24 hours after the payment is made; and describing the Company's plan to improve the speed with which customer payments are credited to customer accounts. The Company's report is attached as **Exhibit A**.

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RESPECTFULLY SUBMITTED this 18th day of March, 2016.

SHAPIRO LAW FIRM, P.C.

By 
Jay L. Shapiro
Attorneys for Payson Water Co., Inc.

ORIGINAL and thirteen (13) copies
of the foregoing were filed
this 18th day of March, 2016, with:

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

COPY of the foregoing was hand-delivered
this 18th day of March, 2016, to:

Dwight D. Nodes
Assistant Chief Administrative Law Judge
Hearing Division
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

COPY of the foregoing was emailed & hand-delivered
this 18th day of March, 2016, to:

Brian E. Smith
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Shannon Kanlan, Compliance
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COPY of the foregoing was mailed
this 18th day of March, 2016, to:

J. Alan Smith
600 S. Oak St. Space #4
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By: Whitney Birk

EXHIBIT A

Payson Water Company

Docket No. W-03514A-12-0007

REPORT ON PAYMENT METHODS

Payson Water Company ("Company") has reviewed its payment methods policy, and discussed with the Customer Service Center the speed at which accounts are credited following receipt of payment. At present, the Company accepts the following payment types:

- Personal Check
- Money Order
- Check-by-phone
- Credit or Debit Card by phone
- Monthly Auto-payment via credit card, debit card, or checking account

The Customer Service Center processes all credit and debit payments through a third party processor, Vanco, the same day they are taken. If they are rejected, the Company is notified the following morning and contacts the customer that same day.

All types of customer payments are recorded to the billing system within 2 days of receipt of payment. Vanco payments (automatic credit card and checking account payments as well as bank drafts) are recorded every 2 days. These payments are always scheduled as such to allow for sufficient processing time prior to any due dates or imposition of any late charges.

Physical checks and cash received are deposited the day of receipt and posted to the billing system usually the same day or the following day.

Since the new Customer Service Center has taken over in January of 2014, the Company is unaware of any customer complaints relative to the type or availability of customer payment methods, or the speed at which customer payments are applied to accounts. The Company does not know of any customer payment methods other than those already provided except for walk-up service at a bank or payment center, which is no longer feasible. (The local center who provided this service to the Company previously, Wells Fargo, no longer offers this service). Additionally, the Company is unaware of any customer complaints requesting or desiring walk-up payment service.