

ORIGINAL



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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

- DOUG LITTLE - Chairman
- BOB BURNS
- TOM FORESE
- BOB STUMP
- ANDY TOBIN

RECEIVED

2016 MAY -5 P 2:27

AZ CORP COMMISSION  
DOCKET CONTROL

IN THE MATTER OF THE APPLICATION  
OF ARIZONA WATER COMPANY FOR AN  
INCREASE OF AREA TO BE SERVED AT  
CENTRAL HEIGHTS, ARIZONA.

DOCKET NO. W-01445A-14-0305

**NOTICE OF FILING**

Pursuant to Administrative Law Judge Sasha Paternoster's request in the Telephonic Procedural Conference held on May 4, 2016, please find the letters Arizona Water Company sent to customers in the U.S. Highway 60 Northern Area and the Arlington Heights Southern Area, attached as Exhibit 1 and 2, respectively.

RESPECTFULLY SUBMITTED this 5<sup>th</sup> day of May, 2016.

ARIZONA WATER COMPANY

By:

E. Robert Spear (No. 025772)  
General Counsel  
ARIZONA WATER COMPANY  
3805 North Black Canyon Highway  
Phoenix, AZ 85015  
Phone: 602-240-6860

Arizona Corporation Commission  
**DOCKETED**

MAY 05 2016

DOCKETED BY

Steven A. Hirsch  
Coree E. Neumeyer  
QUARLES & BRADY LLP  
Two North Central Avenue  
One Renaissance Square  
Phoenix, AZ 85004-2391  
*Attorneys for Arizona Water Company*

1 ORIGINAL and thirteen (13) copies of the foregoing filed this 5<sup>th</sup> day of May, 2016, with:

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

4 I hereby certify that I have this day served the foregoing documents on all parties of record in this  
5 proceeding by delivering a copy thereof in person to:

6 Honorable Dwight D. Nodes  
Chief Administrative Law Judge  
7 Hearing Division  
Arizona Corporation Commission  
8 1200 West Washington Street  
Phoenix, Arizona 85007

9 Janice Alward, Director  
10 Legal Division  
Arizona Corporation Commission  
11 1200 West Washington Street  
Phoenix, Arizona 85007

12 Thomas M. Broderick, Director  
13 Utilities Division  
Arizona Corporation Commission  
14 1200 West Washington Street  
Phoenix, Arizona 85007

15 I hereby certify that I have this day served the foregoing documents on all parties of record in this  
16 proceeding by emailing or mailing a copy thereof, properly addressed, first class postage prepaid, to:

17 Garry D. Hays  
The Law Offices of Garry D. Hays, P.C.  
18 1702 E. Highland Ave., Suite 204  
Phoenix, AZ 85016

19 William J. Sims, III  
20 Sims Murray, Ltd.  
2020 N. Central Avenue, Suite 670  
21 Phoenix, AZ 85004

22 COASH & COASH  
1802 N. 7th Street  
23 Phoenix, Arizona 85006

24 Dated at Phoenix, Arizona, this 5<sup>th</sup> day of May, 2016.

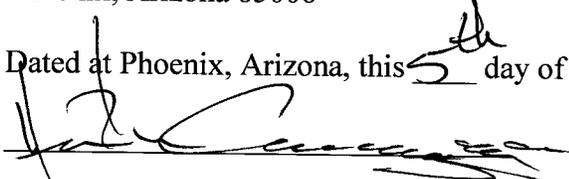
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EXHIBIT 1

**ARIZONA WATER COMPANY**

422 SULLIVAN STREET • P.O. BOX 2000 • MIAMI, ARIZONA 85539-1212  
PHONE: (928) 473-4433 • FAX: (928) 473-2271 • WWW.AZWATER.COM

April 5, 2016

«AddressBlock»

Dear Sir or Madam:

As a result of the settlement agreement between the City of Globe and Arizona Water regarding water utility service along U.S. 60 you will continue to receive water service from the City of Globe but from service lines connected to Arizona Water Company's water system. We hope to complete the transition by April 22, 2016.

You will continue to be billed and pay the City of Globe for your water service. However, since you will be connected to Arizona Water Company's system please be aware that your water service needs to comply with Arizona Water's rules and regulations concerning cross-connections. A copy of this tariff is enclosed and is similar to the City's requirements.

Arizona Water has been providing water service in the Miami - Globe area since 1955 and we currently serve about 87,000 customers across Arizona, from Bisbee in the south to Sedona in the North. We are committed to providing high quality, reliable water service to all our customers and to making the investments needed to keep the water flowing efficiently and safely.

To help explain this transition, we have enclosed a list of frequently asked questions for your reference. Please feel free to call us at 928-473-4433, visit our website at [www.azwater.com](http://www.azwater.com), or stop by our office in Miami if you have any questions or need additional information.

Yours very truly,

Freddy Rios  
Division Manager

jrc  
Enclosures

**EXHIBIT 1**  
**ARIZONA WATER COMPANY**

Frequently Asked Questions  
City of Globe U.S. 60 Customers

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- 1. What agreement has Arizona Water Company and the City of Globe reached concerning water customers along U.S. Highway 60?**
  - A. Arizona Water Company and the City of Globe agree that customers along U.S. Highway 60 that are currently served by the City of Globe will continue to receive service from the City but from service lines connected to Arizona Water Company's water system.
  
- 2. How will this affect me?**
  - A. Since you will receive water service from Arizona Water Company's water system, your water service needs to comply with rules and regulations concerning cross-connections, such as Arizona Water Company's Cross-Connection Control Tariff CC-258. A copy of this tariff is enclosed. This is a similar provision the City already requires.
  
- 3. Who do I contact if I notice a leak in the water system or if I have service problems or questions?**
  - A. Call Arizona Water Company's local office in Miami at 928-473-4433 between the office hours of 8:00 a.m. and 5:00 p.m. Monday – Friday (except holidays) or call 1-800-547-4714 after office hours in the event of an emergency. The local office is located at 422 W. Sullivan Street in Miami.
  
- 4. Will my water pressure change?**
  - A. There may be some minor changes in pressure, but Arizona Water Company will provide water service at pressures that comply with Arizona Corporation Commission requirements.
  
- 5. Who do I call or write if I have any other questions?**
  - A. Please call our Division Manager, Freddy Rios, at 928-473-4433 or send mail to 422 W. Sullivan St., Miami, AZ, 85539-1212.

**EXHIBIT 1**  
**TARIFF SCHEDULE**

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**ARIZONA WATER COMPANY**

Phoenix, Arizona

Filed by: R. E. Polenske  
Title: President  
Date of Original Filing: 11-26-91  
System: ALL SERVICE AREAS

A.C.C. No. 434  
Cancelling A.C.C. No. None  
Tariff or Schedule No. CC-258  
Filed: 11-26-91  
Effective: November 26, 1991

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**CROSS-CONNECTION CONTROL**

**APPLICABILITY:**

All customers served by Arizona Water Company.

**PURPOSE:**

To protect the public water supply in each of Arizona Water Company's water systems from the possibility of contamination caused by backflow through unprotected cross-connections by requiring the installation and periodic testing of backflow-prevention assemblies pursuant to the provisions of the Arizona Administrative Code, Title 14, Chapter 2, Section 405.B.6 as adopted by the Arizona Corporation Commission, and Title 18, Chapter 4, Section 232, as adopted by the Arizona Department of Environmental Quality.

**INSPECTIONS:**

The customer shall cooperate fully with Arizona Water Company in its efforts to investigate and determine the degree of potential health hazard to the public water supply which may result from conditions existing on the customer's premises.

**REQUIREMENTS:**

In compliance with the Rules and Regulations of the Arizona Corporation Commission and the Arizona Department of Environmental Quality, specifically A.A.C. R14-2-405.B.6 and A.A.C. R18-4-232 relating to backflow prevention:

1. Arizona Water Company may require a customer to pay for and install, maintain, test and repair a backflow-prevention assembly if A.A.C. R18-4-232.B or C applies.
2. A backflow-prevention assembly required to be installed by the customer under this tariff shall comply with the requirements set forth in A.A.C. R18-4-232.D and E.
3. Arizona Water Company shall give any customer who is required to install and/or test a backflow-prevention assembly written notice of said requirement. If A.A.C. R14-2-410.B.1.a. is *not* applicable, the customer shall be given thirty (30) days in which to comply with this notice. If the customer can show good cause as to why he cannot install the device within thirty (30) days, Arizona Water Company or the Arizona Corporation Commission Staff may grant additional time for this requirement.
4. Testing shall be in conformance with the requirements of A.A.C. R18-4-232.F. Arizona Water Company shall not require an unreasonable number of tests.
5. The customer shall provide Arizona Water Company with records of installation and testing. For each backflow-prevention assembly, these records shall include:
  - a. assembly identification number and description;
  - b. location;
  - c. date(s) of test(s);
  - d. description of repairs made by tester; and
  - e. tester's name and certificate number.

**DISCONTINUANCE OF SERVICE:**

In accordance with A.A.C. R14-2-407 and 410 and provisions of this tariff, Arizona Water Company may terminate service or deny service to a customer who fails to install and/or test a backflow-prevention assembly as required by this tariff.

- A. In the event the backflow-prevention assembly has not been installed or fails any test and A.A.C. R14-2-410.B.1.a. is applicable, Arizona Water Company may terminate service immediately and without notice. The backflow-prevention assembly shall be installed and repaired by the customer and retested before service is restored.
- B. In the event the backflow-prevention assembly has not been installed or fails any test and A.A.C. R14-2-410.B.1.a. is *not* applicable, the backflow-prevention assembly shall be installed and/or repaired by the customer and retested within fourteen (14) days of written notice by Arizona Water Company. Failure to install or to remedy the deficiency or disfunction of the assembly, or failure to retest shall be grounds for termination of water utility service in accordance with A.A.C. R14-2-410.

EXHIBIT 2

**ARIZONA WATER COMPANY**

422 SULLIVAN STREET • P.O. BOX 2000 • MIAMI, ARIZONA 85539-1212  
PHONE: (928) 473-4433 • FAX: (928) 473-2271 • WWW.AZWATER.COM

April 5, 2016

«AddressBlock»

Dear Sir or Madam:

In the next few weeks Arizona Water Company will become your water utility service provider. We want to welcome you to our company and let you know that we look forward to serving you. This change is the result of the settlement agreement between the City of Globe and Arizona Water regarding water utility service in the Arlington Heights area. We hope to complete the transition by April 22, 2016.

In order to have the smoothest transition possible, Arizona Water needs your help to set up your account by completing, signing, and returning the enclosed Request for Water Service. We have enclosed a stamped return envelope for your use or if you prefer you can bring the completed Request for Water Service to our office at 422 West Sullivan Street in Miami. After we receive your signed Request for Water Service, we will notify you of the date we will change your water meter and transfer your water service. You do not need to be home while this change takes place. We expect this work will take approximately 1 hour, during which time the water service will be turned off.

The City of Globe will issue you a final water bill based on the meter reading for the meter we remove. There is no charge for transferring your water service to Arizona Water.

Arizona Water has been providing water service in the Miami – Globe area since 1955 and we currently serve about 87,000 customers across Arizona, from Bisbee in the south to Sedona in the North. We are committed to providing high quality, reliable water service to all our customers and to making the investments needed to keep the water flowing efficiently and safely.

To help explain this transition, we have enclosed a list of frequently asked questions for your reference. Please feel free to call us at 928-473-4433, visit our website at [www.azwater.com](http://www.azwater.com), or stop by our office in Miami if you have any questions or need additional information.

Yours very truly,

Freddy Rios  
Division Manager

jrc  
Enclosures

**EXHIBIT 2**  
**ARIZONA WATER COMPANY**  
Frequently Asked Questions  
City of Globe Arlington Heights Customers

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**1. Why is my water service being transferred to Arizona Water Company?**

- A. Arizona Water Company and the City of Globe have reached agreement that Arizona Water Company should serve customers in the Arlington Heights area.

**2. What will I have to do to receive water service from Arizona Water Company?**

- A. Complete, sign, and return the Request for Water Service to Arizona Water Company. Arizona Water Company will contact you about changing your water meter and transferring your water service.

**3. What rates will I be charged?**

- A. A customer with a 5/8" x 3/4"- inch meter will be charged the following:

Minimum Charge	\$22.26 per month
0 – 3,000 gallons	\$1.634 per 1,000 gallons
3,001 – 10,000 gallons	\$3.327 per 1,000 gallons
Over 10,000 gallons	\$4.797 per 1,000 gallons

Plus taxes and government assessments.

**4. Do I have to pay a deposit?**

- A. No deposits will be required.

**5. Will I have to pay any charges to establish water service as part of the transfer?**

- A. No.

**6. When will I normally receive a water bill?**

- A. Arizona Water Company will normally bill customers in the Arlington Heights area on about the 26th day of each month.

**7. Where is the Arizona Water Company office located?**

- A. Our office is located at 422 W. Sullivan Street in Miami.

**8. What payment options do I have?**

- A. Payment options include SurePay from your checking or savings account, your bank's bill pay feature, Quick Pay Online, Quick Pay by Phone, pay by mail, and pay in person.

More details can be found at [www.azwater.com](http://www.azwater.com) under the Payment Options.

**EXHIBIT 2**  
**ARIZONA WATER COMPANY**  
Frequently Asked Questions  
City of Globe Arlington Heights Customers

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- 9. Who do I call if I have service problems or questions?**
- A. Please call the local office in Miami at 928-473-4433 between the office hours of 8:00 a.m. and 5:00 p.m. Monday – Friday (except holidays) or call 1-800-547-4714 after office hours in the event of an emergency.
- 10. Will my water pressure change?**
- A. There may be some minor changes in pressure, but Arizona Water Company will provide water service at pressures that comply with Arizona Corporation Commission requirements.
- 11. When will my water service switch to Arizona Water Company?**
- A. Shortly after we receive your completed Service Application.
- 12. Will my water meter stay the same?**
- A. No. Arizona Water Company will install a new water meter.
- 13. Who do I call or write if I have any other questions?**
- A. Please call our Division Manager, Freddy Rios, at 928-473-4433 or send mail to 422 W. Sullivan St., Miami, AZ, 85539-1212.

EXHIBIT 2



ARIZONA WATER COMPANY

Miami Office: 422 W. Sullivan Street - Miami, AZ 85539
Phone: 928-473-4433 ♦ Fax: 928-473-2271 ♦ Email: miami@azwater.com

REQUEST FOR WATER SERVICE - MIAMI

PLEASE FILL OUT THE FOLLOWING INFORMATION AND SEND US A COPY OF YOUR DRIVER'S LICENSE. IF YOU ARE RENTING AND HAVE NOT ESTABLISHED SERVICE WITH US, A DEPOSIT WILL BE REQUIRED PRIOR TO CONNECTING SERVICE. THE DEPOSIT AMOUNT FOR A 5/8" X 3/4" METER SERVICE IS \$70.00. PLEASE CONTACT OUR OFFICE REGARDING DEPOSIT AMOUNTS FOR LARGER METERS. IF YOU OWN THE PROPERTY, PROOF OF OWNERSHIP IS REQUIRED. (Not Required)

UNDEVELOPED PROPERTY: COUNTY TAX ASSESSOR PARCEL NO. N/A METER SIZE N/A

SUBDIVISION N/A LOT NO. N/A

DATE OF SERVICE REQUESTED / /

CUSTOMER NAME OR BUSINESS NAME «Name»

SERVICE ADDRESS «Service Address»

MAILING ADDRESS (IF DIFFERENT) «Address 1 Address 2»

CITY «City» STATE «State» ZIP «Zip»

PHONE NUMBER «Phone» CELL PHONE NUMBER

PREVIOUS OCCUPANT (IF KNOWN)

PERSONAL INFORMATION:

DRIVER'S LICENSE NUMBER STATE LAST FOUR DIGITS OF SOCIAL SECURITY NUMBER: - - - -

WORK NAME AND PHONE NUMBER

CLOSEST RELATIVE OR CONTACT PERSON (not living with you)

NAME

ADDRESS

PHONE NUMBER

BUSINESS INFORMATION:

BUSINESS TAX ID#

CONTACT PERSON

PHONE NUMBER

There is a \$32.00 establishment charge for all services (included on your first month's bill). Waived

ARIZONA CORPORATION COMMISSION REGULATION R14-2-405-B-3:

"Where service is being provided for the first time, the customer shall provide and maintain a private shutoff valve within 18 inches of the meter on the customer's side of the meter, and the utility shall provide a like valve on the utility's side of such meter."

A SHUTOFF VALVE IS REQUIRED WITHIN 18" OF THE METER BOX ON THE CUSTOMER'S SIDE.

CUSTOMER SHUTOFF VALVE INSTALLED. YES NO

CUSTOMER INITIALS (REQUIRED) (Not Required)

The Company's valve is not to be operated except by a representative of Arizona Water Company. Noncompliance with this regulation may result in termination of service.

I/WE HEREBY APPLY FOR WATER SERVICE AT THE ADDRESS ABOVE UNDER THE TERMS AND CONDITIONS AS APPROVED BY THE ARIZONA CORPORATION COMMISSION AND AGREE TO PAY FOR SAME AT THE APPROVED RATES.

ACCEPTED:

(Customer Signature)

(Date)