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Dear Commissioners and Staff and Director:

It is with great pleasure that as a ratepayer under a regulated utility that I express my heartfelt thanks that Mr. Bob Burns has selected someone that I have grown to appreciate and study from to analyze undo influence in the Commission. I have read Mr. Scott Hempling's writings and essays, along with his current book. Yes, I'm "just a ratepayer," but I'm one that cares about decisions that influence and affect the community that not only I live in, but all communities under regulated utility service in Arizona.

It is with great importance that I ask that this analysis be expanded to include ALL utility company influences and not just the primary one that's been focused on for the past few years, ie: APS. It is my belief, and from experience in my involvement in cases regarding my own water and sewer utility, and most recently in 2 Procedural Conferences where staff (who was highly involved in similar cases prior with same utility) denies "having an opinion or knowledge of recent events", that I have come to believe the influence runs deeper than only the Commissioners.

I would ask that you all be transparent, including staff. I would ask that in order to right the wrongs of the past several years, to right the integrity of the commission, and to put this entire ordeal behind you, that you open up to every aspect of utility regulators possible influence over anyone working with those regulators from both the Commission side, RUCO, and Staff! It's time to stop hiding behind "right to free speech" under Citizens United, and start recognizing that transparency runs deep and is the ONLY process by which you will gain the public trust of Arizona ratepayers back. When you have a Utility Director admit during an Open Meeting a "social relationship" with the COO of a utility, it's a problem. When you have undue influence and manipulation by a utility, ignoring ACC Policies and Administrative Code shutting down service completely to the public it had serviced for 10 year plus, it's a problem. When it affects the public a utility services, be it through ratemaking, service issues/quality, etc. It's a problem.

The public demands that openness is utilized via Scott Hempling's hiring, who again, in my humble opinion, has to be one of the best utility regulation attorneys in the country. His insights run deep. I could only dream to be able to go to his seminars in person to learn even more. Perhaps the entire Commission/Staff should do so.

Therefore, the request by Commission Tobin for the Staff Meeting "to suspend the allocation of funds for that contract pending submission of a revised scope of work to be developed by the Executive Director, in consultation with each Commissioner, and presented to the Commission for consideration within 45 days..." must be denied. No one, including the Executive Director should have anymore to do with perceived undue influence. Only an outsider can give a fair evaluation. As a ratepayer/taxpayer, I give you permission to spend my money on this investigation! Its years in the waiting, and it's time to clean house permanently!

Thank you for your time and consideration

Karen Christian  
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Arizona Corporation Commission

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