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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

TOM FORESE – Chairman
BOB BURNS
DOUG LITTLE
ANDY TOBIN
BOYD W. DUNN

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2017 APR 25 P 3: 14

Arizona Corporation Commission

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IN THE MATTER OF THE FORMAL COMPLAINT
OF KIM R. GAINES AGAINST CITIZENS
UTILITIES RURAL COMPANY, INC. DBA
FRONTIER CITIZENS UTILITIES RURAL
COMPANY.

DOCKET NO. T-01954B-17-0064

PROCEDURAL ORDER
(Sets a Procedural Conference)

BY THE COMMISSION:

On March 6, 2017, Kim R. Gaines (“Complainant”) filed with the Arizona Corporation Commission (“Commission”) a Formal Complaint against Citizens Utilities Rural Company, Inc. dba Frontier Citizens Utilities Rural Company (“Frontier Citizens” or “Company”), alleging that the Company had on numerous occasions failed to provide adequate telecommunication services to Complainant’s home.

On March 14, 2017, a Procedural Order was issued regarding consent to email service.

On April 13, 2017, Frontier Citizens filed a Response to the Formal Complaint.

A procedural conference is necessary to establish a procedural schedule in this matter.

IT IS THEREFORE ORDERED that a **procedural conference shall be held on May 18, 2017, at 10:00 a.m.**, or as soon thereafter as is practicable, at the Commission’s offices, 1200 West Washington, Hearing Room No. 2, Phoenix, Arizona 85007, to establish a procedural schedule for this matter.

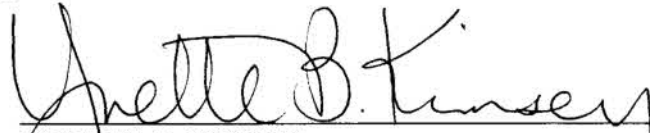
IT IS FURTHER ORDERED that each party or prospective party shall **refer to the Procedural Order Regarding Consent to Email Service** issued in this matter on **March 14, 2017**, for additional information regarding the process to consent to service by email. Information regarding Consent to Email Service is also available on the Commission’s website (www.azcc.gov) by clicking on “Email Service Consent.”

1 IT IS FURTHER ORDERED that all parties must comply with Arizona Supreme Court Rules
2 31, 38, 39, and 42 and A.R.S. § 40-243 with respect to the practice of law and admission *pro hac vice*.

3 IT IS FURTHER ORDERED that the Ex Parte Rule (A.A.C. R14-3-113 - Unauthorized
4 Communications) applies to this proceeding and shall remain in effect until the Commission's Decision
5 in this matter is final and non-appealable.

6 IT IS FURTHER ORDERED that the Administrative Law Judge may rescind, alter, amend, or
7 waive any portion of this Procedural Order either by subsequent Procedural Order or by ruling at
8 hearing.

9 DATED this 25th day of April, 2017.

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11 
12 YVETTE B. KINSEY
13 ADMINISTRATIVE LAW JUDGE
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1 On this 25th day of April, 2017, the foregoing document was filed with Docket Control as a
2 Procedural Order – Sets a Procedural Schedule/Conference, and copies of the foregoing were mailed
3 on behalf of the Hearing Division to the following who have not consented to email service. On this
4 date or as soon as possible thereafter, the Commission’s eDocket program will automatically email a
5 link to the foregoing to the following who have consented to email service.

6 Kim Gaines
7 7551 E. Cause Ct.
8 Kingman, Arizona 85007

9 R. Kirk Lee
10 CITIZENS UTILITIES RURAL COMPANY, INC.
11 dba Frontier Citizens Utilities Rural Company
12 1800 41st Street
13 P.O. Box 1003
14 Everett, WA 98201

15 Andy Kvesic, Director
16 Legal Division
17 ARIZONA CORPORATION COMMISSION
18 1200 West Washington Street
19 Phoenix, AZ 85007
20 LegalDiv@azcc.gov
21 utildivservicebyemail@azcc.gov

22 **Consented to Service by Email**

23 COASH & COASH, INC.
24 Court Reporting, Video and
25 Videoconferencing
26 1802 North 7th Street
27 Phoenix, AZ 85006
28 **Not a party, mailed as a courtesy**

By:



Staci Antrim
Assistant to Yvette B. Kinsey