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BEFORE THE ARIZONA CORPORATION COMMISSION

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2017 MAY -3 P 2: 29

Arizona Corporation Commission

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2 COMMISSIONERS

3 TOM FORESE – Chairman  
4 BOB BURNS  
5 DOUG LITTLE  
6 ANDY TOBIN  
7 BOYD W. DUNN

DOCKETED

MAY 3 2017

DOCKETED BY

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

DOCKET NO. T-01954B-17-0064

PROCEDURAL ORDER

10 **BY THE COMMISSION:**

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

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

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

18 On April 25, 2017, by Procedural Order, a procedural conference was set for May 18, 2017, at  
19 10:00 a.m. at the Commission’s offices, 1200 West Washington, Phoenix, Arizona 85007.

20 On May 2, 2017, Complainant filed a Request to appear telephonically for the procedural  
21 conference scheduled for May 18, 2017 (“Request”). The Request states that Complainant lives 250  
22 miles away from Phoenix, AZ, and that he cannot appear in person for the procedural conference.

23 Complainant’s request is reasonable.

24 IT IS THEREFORE ORDERED that Complainant’s Request to appear telephonically for the  
25 **procedural conference** scheduled for **May 18, 2017**, is hereby approved.

26 IT IS FURTHER ORDERED that on the date of and at least five minutes before the time set  
27 for the procedural conference, Complainant, Kim R. Gaines, shall call **1 (800) 689-9374, passcode**  
28 **415962#**, from a landline telephone, to participate telephonically in the procedural conference.

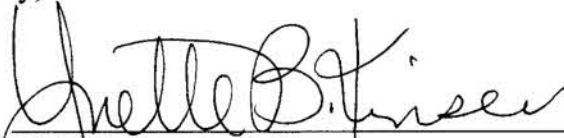
1 IT IS FURTHER ORDERED that each party or prospective party shall **refer to the Procedural**  
2 **Order Regarding Consent to Email Service** issued in this matter on **March 14, 2017**, for additional  
3 information regarding the process to consent to service by email. Information regarding Consent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

6 IT IS FURTHER ORDERED that all parties must comply with Arizona Supreme Court Rules  
7 31, 38, 39, and 42 and A.R.S. § 40-243 with respect to the practice of law and admission *pro hac vice*.

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

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

14 DATED this 3<sup>rd</sup> day of May, 2017.

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16   
17 YVETTE B. KINSEY  
18 ADMINISTRATIVE LAW JUDGE  
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1 On this 24 day of May, 2017, the foregoing document was filed with Docket Control as a Procedural  
2 Order – Grants a Miscellaneous Motion/Request, and copies of the foregoing were mailed on behalf of  
3 the Hearing Division to the following who have not consented to email service. On this date or as soon  
4 as possible thereafter, the Commission’s eDocket program will automatically email a link to the  
5 foregoing to the following who have consented to email service.

4 Kim Gaines  
5 7551 E. Cayuse Ct.  
6 Kingman, Arizona 85007


6 R. Kirk Lee  
7 CITIZENS UTILITIES RURAL COMPANY, INC.  
8 dba Frontier Citizens Utilities Rural Company  
9 1800 41<sup>st</sup> Street  
10 P.O. Box 1003  
11 Everett, WA 98201

10 George Baker Thomson. Jr.  
11 CITIZENS UTILITIES RURAL COMPANY, INC.  
12 dba Frontier Citizens Utilities Rural Company  
13 Associate General Counsel  
14 1800 41<sup>st</sup> Street, Suite N-100  
15 Everett. WA 98203

14 Andy Kvesic, Director  
15 Legal Division  
16 ARIZONA CORPORATION COMMISSION  
17 1200 West Washington Street  
18 Phoenix, AZ 85007  
19 [LegalDiv@azcc.gov](mailto:LegalDiv@azcc.gov)  
20 [utildivservicebyemail@azcc.gov](mailto:utildivservicebyemail@azcc.gov)

21 **Consented to Service by Email**

19 COASH & COASH, INC.  
20 Court Reporting, Video and  
21 Videoconferencing  
22 1802 North 7<sup>th</sup> Street  
23 Phoenix, AZ 85006  
24 **Not a party, mailed as a courtesy**

23 By:   
24 Staci Antrim  
25 Assistant to Yvette B. Kinsey  
26  
27  
28