

House Engrossed

~~residential utility consumer office; businesses~~
(now: Arizona utility consumer office)

State of Arizona
House of Representatives
Fifty-sixth Legislature
Second Regular Session
2024

HOUSE BILL 2131

AN ACT

AMENDING SECTIONS 40-461, 40-462 AND 40-464, ARIZONA REVISED STATUTES;
RELATING TO THE ARIZONA UTILITY CONSUMER OFFICE.

(TEXT OF BILL BEGINS ON NEXT PAGE)

1 Be it enacted by the Legislature of the State of Arizona:
2 Section 1. Section 40-461, Arizona Revised Statutes, is amended to
3 read:
4 40-461. Definitions
5 In this article, unless the context otherwise requires:
6 1. "Director" means the director of the ~~residential~~ ARIZONA utility
7 consumer office.
8 2. "Office" means the ~~residential~~ ARIZONA utility consumer office.
9 3. "Public service corporation" means a public service corporation
10 as defined in article XV, section 2, Constitution of Arizona except a
11 member-owned nonprofit cooperative corporation.
12 Sec. 2. Section 40-462, Arizona Revised Statutes, is amended to
13 read:
14 40-462. Arizona utility consumer office; director
15 A. ~~A~~ THE ~~residential~~ ARIZONA utility consumer office is
16 established to represent the interests of residential AND SMALL COMMERCIAL
17 utility consumers in regulatory proceedings involving public service
18 corporations before the corporation commission.
19 B. The governor shall appoint the director of the office pursuant
20 to section 38-211. The director serves at the pleasure of the governor.
21 The director must possess management and administrative skills, as well as
22 knowledge and experience relating to the regulation of utilities.
23 Sec. 3. Section 40-464, Arizona Revised Statutes, is amended to
24 read:
25 40-464. Powers and duties
26 A. The director may:
27 1. Research, study and analyze residential AND SMALL COMMERCIAL
28 utility consumer interests.
29 2. Prepare and present briefs, arguments, proposed rates or orders
30 and intervene or appear on behalf of residential AND SMALL COMMERCIAL
31 utility consumers before hearing officers and the corporation commission
32 as a party in interest and also participate as a party in interest
33 pursuant to sections 40-254 and 40-254.01 in proceedings relating to rate
34 making or rate design and involving public service corporations, except
35 that the director shall not participate in any proceedings pursuant to
36 this paragraph involving a member-owned nonprofit cooperative corporation.
37 3. Make and execute contracts and other instruments as necessary to
38 perform ~~his~~ THE DIRECTOR'S duties.
39 4. Hire employees subject to title 41, chapter 4, article 4 as
40 necessary to carry out this article and contract for special services as
41 needed.
42 5. Employ such attorneys as are required to represent the interests
43 of residential AND SMALL COMMERCIAL utility consumers.
44 B. The director shall adopt administrative rules necessary to carry
45 out the purposes of this article.

1 C. All contacts by residential **AND SMALL COMMERCIAL** utility
2 consumers with regard to quality or quantity of service provided by a
3 public service corporation shall be recorded by the office for the purpose
4 of determining general concerns of consumers. The office may advise the
5 consumer of other agencies that may be of further assistance and shall
6 refer the consumer to the corporation commission utilities division
7 consumer services section established ~~in~~ **BY** section 40-110.