

REFERENCE TITLE: residential utility consumer office; businesses

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

# HB 2131

Introduced by  
Representative Griffin

AN ACT

AMENDING SECTIONS 40-462 AND 40-464, ARIZONA REVISED STATUTES; RELATING TO  
THE RESIDENTIAL 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 40-462, Arizona Revised Statutes, is amended to  
3 read:

4 40-462. Residential utility consumer office; director

5 A. ~~A~~ THE residential utility consumer office is established to  
6 represent the interests of residential AND SMALL COMMERCIAL utility  
7 consumers in regulatory proceedings involving public service corporations  
8 before the corporation commission.

9 B. The governor shall appoint the director of the office pursuant  
10 to section 38-211. The director serves at the pleasure of the governor.  
11 The director must possess management and administrative skills, as well as  
12 knowledge and experience relating to the regulation of utilities.

13 Sec. 2. Section 40-464, Arizona Revised Statutes, is amended to  
14 read:

15 40-464. Powers and duties

16 A. The director may:

17 1. Research, study and analyze residential AND SMALL COMMERCIAL  
18 utility consumer interests.

19 2. Prepare and present briefs, arguments, proposed rates or orders  
20 and intervene or appear on behalf of residential AND SMALL COMMERCIAL  
21 utility consumers before hearing officers and the corporation commission  
22 as a party in interest and also participate as a party in interest  
23 pursuant to sections 40-254 and 40-254.01 in proceedings relating to rate  
24 making or rate design and involving public service corporations, except  
25 that the director shall not participate in any proceedings pursuant to  
26 this paragraph involving a member-owned nonprofit cooperative corporation.

27 3. Make and execute contracts and other instruments as necessary to  
28 perform ~~his~~ THE DIRECTOR'S duties.

29 4. Hire employees subject to title 41, chapter 4, article 4 as  
30 necessary to carry out this article and contract for special services as  
31 needed.

32 5. Employ such attorneys as are required to represent the interests  
33 of residential AND SMALL COMMERCIAL utility consumers.

34 B. The director shall adopt administrative rules necessary to carry  
35 out the purposes of this article.

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