



ARIZONA CORPORATION COMMISSION

FOR IMMEDIATE RELEASE: 07/11/16

MEDIA CONTACT: Angie Holdsworth (602) 542-0844

Utility Division Improves Efficiency and Accountability with Strategic Re-Organization

The Arizona Corporation Commission's Utility Division recently completed a re-organization of its 60 person team to improve efficiency, accountability, and service to consumers and the utilities.

The Utility Division monitors operations of 685 companies which provide utility service statewide. The Division reviews financial records and makes recommendations to Commissioners in rate cases, provides financial analysis for a utility's business transactions like mergers or asset transfers, tests utility meters for accuracy, conducts public comment hearings, handles consumer complaints, and facilitates conflict mediation.

"I want to congratulate Utility Division Director Tom Broderick and his staff for their proactive work on this long overdue re-organization," said Chairman Doug Little. "This is a great example of the "behind the scenes type work" which takes place at the Commission that is focused on serving the public."

The Utilities Division is now comprised of six departments including Revenue and Audits, Policy and Programs, Engineering, Consumer Services, Administration, and the Directors Office. Some employees were reassigned to different departments within the division in order for them to be more responsive to internal and external customers. All major cases are now assigned a Deputy Director Sponsor within the Director's office to improve accountability. The reorganization also better defines roles for employees whose work overlaps the individual departments and provides them with better supervision.