



ACC SMALL WATER OMBUDSMAN PROGRAM OVERVIEW

Mission Statement

To assist small water companies in interpreting and navigating the Corporation Commission rate case, financing, and compliance processes, and to provide evaluations of the long-term infrastructure and acquisition planning needs of small water companies.

ACC Small Water Ombudsman Office Team

- Ombudsman – Briton Baxter
- Point of Contact – Mary Mee

Functions

- Assembly of information necessary for and assistance with docketing:
 - Rate cases
 - Emergency rate cases
 - Financing applications
 - CC&N applications
- Technical reviews of water and wastewater system needs
- Assistance with compliance requirements
- Utility recordkeeping

Eligibility

- Class D utilities are those with revenues between \$250,000 and \$999,999 (including requested rate relief).
- Class E utilities are those with revenues less than \$250,000 (including requested rate relief).

Assistance provided as of April 15, 2026

- Rate applications – 39 completed and 20 in process
- CC&N issues – 15 completed
- Emergency cases – 15 completed
- Financing applications – 20 completed and 1 in process
- Other – 40 (i.e. infrastructure, service issues, MXAs, compliance, annual reports, etc.)



THANK YOU

For assistance contact us at:
accombuds@azcc.gov or call 602-542-2556

azcc.gov



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