



NEWS RELEASE

Arizona House of Representatives

Representative Teresa Martinez (R-16)

Representative Chris Lopez (R-16)

1700 West Washington • Phoenix, Arizona • 85007

Monday, September 29, 2025

FOR IMMEDIATE RELEASE

Reps. Martinez and Lopez Press Governor's Ratepayer Office Over Failure to Assist Constituents in Picacho Rate Case

STATE CAPITOL, PHOENIX – State Representatives Teresa Martinez and Chris Lopez have sent a letter to the Director of the Residential Utility Consumer Office (RUCO), expressing concern over the agency's lack of response to Legislative District 16 residents who sought help in two pending Picacho Water & Sewer Company rate cases.

Constituents contacted RUCO after the foreign-owned utility filed for a rate increase that residents view as excessive and unfair. They report that RUCO was slow to respond and ultimately declined to intervene.

"RUCO exists to stand up for utility consumers, not ignore them," said Representative Martinez. **"Our constituents are understandably frustrated. They're facing steep hikes from a foreign-owned utility, and when they turned to the Governor's office for help, they got silence and a refusal. They deserve better."**

In their letter, Representatives Martinez and Lopez ask RUCO to explain how it logs and tracks consumer calls, its response timelines, and who handled constituent contacts in the Picacho cases. They also request the dates those calls were received and when responses were provided.

"We're pressing for answers because these families deserve accountability," Representative Lopez said. **"Ratepayers shouldn't be left in the dark when they turn to the very office meant to advocate for them."**

A copy of the members' letter is attached.

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DISTRICT 16

Arizona House of Representatives Phoenix, Arizona 85007

September 25, 2025

Via E-mail

Cynthia Zwick, Director
Residential Utility Consumer Office
1110 W. Washington St. #220
Phoenix, AZ 85007
czwick@azruco.gov

**RE: Consumer Requests for Assistance in Picacho Water & Sewer Company Rate Cases
(Docket Nos. W-03528A-25-0056 & SW-03709A-25-0057)**

Dear Director Zwick,

Thank you for your service on behalf of Arizona's utility consumers. We are writing regarding multiple constituents who contacted the Residential Utility Consumer Office ("RUCO") seeking assistance in the pending Picacho Water & Sewer Company rate cases. These residents informed me that RUCO declined to intervene and expressed frustration both with that decision and with the delay in receiving any response from your office.

To provide clarity to these constituents and ensure accountability in the process, we respectfully request answers to the following questions:

General Practices

- Does RUCO maintain a log of residential customer calls and complaints?
- Are case notes created for each unique customer contact or complaint?
- What is RUCO's standard response time if a call or complaint is not answered immediately?
- What is the established process for fielding, tracking, and responding to customer calls, and how is timeliness ensured?

Constituent Requests in the Picacho Cases

- On what dates were calls regarding these dockets received?
- Who within RUCO handled these calls?
- On what dates were responses provided, and by whom?

We would welcome the opportunity to meet in person to discuss RUCO's consumer response practices and the handling of these specific cases.

Thank you for your prompt attention to this matter. We look forward to your reply.

Respectfully,

Handwritten signature of Teresa Martinez.

Teresa Martinez
Representative, LD 16
Arizona House of Representatives

Handwritten signature of Chris Lopez.

Chris Lopez
Representative, LD 16
Arizona House of Representatives

Handwritten signature of T.J. Shope.

T.J. Shope
Senator, LD 16
Arizona State Senate