

Statewide Vision: An Arizona for everyone.

Agency Vision : To deliver exceptional representation and advocacy on behalf of residential ratepayers in order to realize just and reasonable rates and access to reliable, affordable utility service.

Agency Mission: To professionally represent residential utility consumers in regulatory proceedings before the Arizona Corporation Commission in a dynamic energy and utility environment.

Agency Description: The Residential Utility Consumer Office (RUCO) was established by the Arizona Legislature in 1983 to take a balanced approach in the representation of the interests of residential utility ratepayers in regulatory proceedings involving public service corporations before the Arizona Corporation Commission. We work to ensure access to affordable and reliable utility service. RUCO employs nine staff members who conduct the rate case analysis and provide testimony.

Resource Assumptions: Enter Full-Time Employees (FTEs) and funding data by type (General fund (GF), other appropriated funds (AF), non-appropriated funds (NAF), and federal funds (FED). *Includes actuals for past year, approved for current year and estimate (Gov. Budget) for upcoming year.*

<u>FY</u>	<u>FTEs</u>	<u>Funding:</u>	<u>GF</u>	<u>AF</u>	<u>NAF</u>	<u>FED</u>	<u>Total</u>
23	8		\$0	\$1,475,000	\$0	\$0	\$1,475,000
24	9		\$0	\$1,592,000	\$0	\$0	\$1,592,000
25	9		\$0	\$1,592,000	\$0	\$0	\$1,592,000

*Total reflects GF + AF + NAF. FED funding shown is broken out from NAF.

Executive Summary: RUCO serves as the only utility advocate representing the interests of residential customers served by a regulated utility.

RUCO achieves organizational excellence through continued engagement in utility proceedings, with community collaboration, professional development, strategic discussion and case development, factoring in trends throughout the country that impact the health of our local utility providers, and technological changes desired in order to provide reliable, affordable service. We develop and maintain a credible, experienced, engaged and high performing team, and maintain contact with our constituents in order to prioritize advocacy positions in rate proceedings that are aligned with the the vision of an Arizona For Everyone.

RUCO also works to protect and expand energy efficiency and renewable energy programs, tools that assist in bill savings, the reduction of energy consumption, water conservation and the furtherance of healthy climate initiatives.

Summary of 5-Year Agency Outcomes
(Outcomes are the desired result or impact of addressing strategic issues)

#	Agency Five-Year Outcomes	Start Year	Linked to Gov. Priority Outcome?	Progress / Status
1	Increase the average percentage of successful issues in rate cases before the Arizona Corp Commission to 75% by June 2029.	2025	yes	Ongoing. RUCO represents utility consumers every day through various proceedings and/or the preparation for rate proceedings which are ongoing. Each case has a number of issues and RUCO aims to be successful in as many issues as possible in each case.
2	By June 2029, RUCO will complete all assigned components of the extreme heat preparedness plan.	2025	yes	To increase Arizona's long term resilience to extreme heat, prolonged drought, wildfires, and other risks exacerbated by climate change Gov. Executive Order 2023-16 called for a statewide heat preparedness plan. RUCO will participate and follow through on assigned portions of plan.
3	Maintain all current Utility Assistance Programs (UAPs) through June 2029.	2025	yes	Maintain utility assistance programs that support consumers and protect energy savings tools. We are working to ensure these resources remain available to AZ residents.
4	Expand RUCO's scope to represent small commercial consumers (small businesses) by 2029.	2025		Identify a pathway for small business representation.
5	RUCO will increase stakeholder engagement by 80% by 2029.	2025		RUCO is looking to track and improve engagement with consumer, utilities, advocates in support of consumer protections around utilities

Outcome #	FY25 Annual Objectives	Objective Metrics	Annual Initiatives
1	1.1 By June 2026, RUCO with increase the average successful issues of rate case decided to 50%.	1.1 % of successful case issues 1.1 # Consumer dollars saved	1.1 Intervene in each relevant rate case, providing testimony that articulates and provides evidence for the ACC to support RUCO's recommendations.
2	2.1 By June 2026, create a plan that addresses identified issues contributing to utility service disruption.	2.1 # of milestones completed	2.1 Meet with each utility to collect the data regarding service disruptions throughout the summer, number of households impacted, cause length of outage, process of restoration of service
3	3.1. By June 2026, RUCO will be able to track the number rate cases that included UAPs	3.1 # rate cases where UAPs are maintained or added.	3.1 Through testimony developed for each rate case, include arguments and evidence to support bill assistance/discounts, energy efficiency and demand side management programs previously approved, and where necessary advocate for the inclusion of those programs.
4.	4.1 By June 2026, identify a pathway to increase small business consumer protections in utility cases.	4.1 # of Milestones complete	4.1 Engage stakeholders, promote benefits
5.	5.1 By June 2025, establish a plan for how to engage stakeholders.	5.1 # of milestones complete	5.1 Identify strategies for how to engage key stakeholder groups. Create plan for increase collaboration around issues.

Stakeholder Engagement Plan (Summary):

Internal: Working with the RUCO team, we will meet and identify individuals and organizations with whom we want and need to engage. We will reach out to local community organizations throughout the state for recommendations, and will travel to meet with our resources and potential members throughout the process. Additionally, we will identify our internal resource needs as well as external resources we need to engage on some of the subject matter to be covered, including RTOs and renewable energy.

External: Outreach to community partners will be made via email and phone call, followed by in-person meetings to share information about RUCO, our role and how we would like for the community to engage with our work. Those meetings will be documented and recommendations for internal review and analysis will follow. That information will be used to assist in the prioritization of our work as well as inform our requests for additional resources.

Communication Plan (Summary):

Internal: We will meet as a team to identify the best issues to include in our educational forums, methods for sharing our work, and how to become involved, including developing a list of partners and resources, a roster of the voluntary councils will be created and used for communication, our website will be used as well.

External: We will schedule and present at community forums on the issues identified as priorities by the council members, other community members with whom we interact, and present subject matter in various settings and via different channels, after receiving input from those with whom we will be engaging.

