

## DECISION MEMORANDUM

**TO:** COMMISSIONER ANDERSON  
COMMISSIONER HAMMOND  
COMMISSIONER LODGE  
COMMISSION SECRETARY  
COMMISSION STAFF  
LEGAL

**FROM:** DAYN HARDIE  
DEPUTY ATTORNEY GENERAL

**DATE:** MAY 14, 2024

**SUBJECT:** IN THE MATTER OF THE INVESTIGATION INTO ASPEN CREEK WATER COMPANY'S BILLING PRACTICES; CASE NO. ASP-W-24-01.


During Staff's routine audit of Aspen Creek Water Company ("Company") Staff observed several instances of the Company charging for connections outside of the amount permitted by its Commission-approved tariff. Currently the tariff permits the Company to charge \$1,000 for new connections. In Staff's review, several customers were charged \$5,000 to connect. Staff also observed the Company charging rates for water service outside those permitted by the tariff.

### STAFF RECOMMENDATION

Staff recommends the Commission issue an order directing the Company to charge for rates and services pursuant to the approved tariff. Staff also recommends the Commission open an investigation into the Company's billing practices and direct Staff to file a report with its findings and recommendations when the investigation is complete.

### COMMISSION DECISION

Does the Commission wish to issue an order (1) directing the Company to immediately begin charging its customer for rates and services in accordance with its Commission-approved tariff and (2) open an investigation into the Company's billing practices and direct Staff to file a report with its findings and recommendation upon completion of the investigation?

  
\_\_\_\_\_  
Dayn Hardie  
Deputy Attorney General

I:\Legal\WATER\ASP-W-24-01\Memos\ASPW2401\_Dec\_dh.docx