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BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UM 1024

In the Matter of an Investigation Regarding the)
Operations and Service Quality of JUNIPER)
UTILITY COMPANY.) ORDER

DISPOSITION: FORMAL INVESTIGATION OPENED

At its May 1, 2001, public meeting the Public Utility Commission of Oregon (Commission) opened an investigation into the Juniper Utility Company's (JUC's) service quality and the adequacy of its current rates.

The need for the investigation is described in the attached Staff report. (Appendix A)

ORDER

IT IS ORDERED THAT, pursuant to ORS 756.515, a formal investigation, regarding the operations and service quality of Juniper Utility Company relating to the provision of domestic water, irrigation water, wastewater services, and the adequacy of the company's current rates, is hereby opened.

Made, entered and effective _____.

Ron Eachus
Chairman

Roger Hamilton
Commissioner

Joan H. Smith
Commissioner

A party may request rehearing or reconsideration of this order pursuant to ORS 756.561. A party may appeal this order to a court pursuant to ORS 756.580.

**PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: May 1, 2001**

REGULAR AGENDA X **CONSENT AGENDA** **EFFECTIVE DATE** _____

DATE: April 24, 2001
TO: Phil Nyegaard through Marc Hellman and Mike Myers
FROM: Kathy Miller
SUBJECT: Juniper Utility Company Investigation

SUMMARY RECOMMENDATION:

Staff recommends the Commission open an investigation regarding the operations and service quality of Juniper Utility Company (JUC).

DISCUSSION:

On April 18, 2001, in response to five letters received by the Oregon Public Utility Commission (Commission) and 29 informal consumer complaints regarding the quality of utility service provided by Juniper Utility Company (JUC), the Commission issued a letter to JUC customers stating that an investigation into the service quality of JUC's utility services would be opened. The five letters received represent 501 JUC customers. The Commission's April 18, 2001, letter was also sent to all interested persons and parties in the following dockets: UW 65/UW 68, UC 507, UC 510, UC 528, UC 529, UC 540, UC 560, UC 561, UC 562, as well as to all customers registering a JUC complaint with Consumer Services. A copy of the Commission letter is attached as Exhibit A.

Staff, after discussion with its legal counsel, believes that all pending dockets UC 507, UC 510, UC 528, UC 529, UC 540, UC 560, UC 561, and UC 562, should not be consolidated into the investigation. The Commission will complete these cases and issue orders regarding them. However, the Commission's investigation should address all other facets of utility operations, including the adequacy of current rates.

STAFF RECOMMENDATION:

Staff recommends, pursuant to ORS 756.515, the Commission open an investigation regarding the operations and service quality of Juniper Utility Company related to the provision of domestic water, irrigation water, and wastewater services. Staff further recommends that all pending complaints, other than those exceptions described above, be incorporated into this docket and that the investigation include a comprehensive review of utility operations, including the adequacy of current rates.

Attachment

ORDER NO. 01-414