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## ARIZONA POWER AUTHORITY

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### Arizona Power Authority Policies and Procedures

<b>Policy Number: 2025-04</b>	<b>Originally Issued: October 21, 2025</b>
<b>Subject: Customer Consultation Committee</b>	<b>Revision Effective: N/A</b>
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This policy establishes the procedures for the formation, operation, and participation within the Arizona Power Authority's ("APA") Customer Consultation Committee, ensuring effective communication and input regarding issues related to the APA's operations and contractual relationships.

#### **Scope:**

This policy applies to the APA Commission, its staff, and all participants in the Customer Consultation Committee.

#### **Authority:**

A.R.S. § 30-101 et seq.

A.R.S. § 45-101 et seq.

Section 35, Customer Consultation Committee and Participation (Exhibit A - Power Sales Contract between the APA and its subcontractors)

#### **Definitions:**

- **Attending Representatives:** Customers selected by the Customer Consultation Committee to attend Business Meetings and otherwise communicate with the APA.
- **Business Meeting:** A meeting among two or more of the APA, Western, Reclamation, and other entities contracting directly with Western, relating to the Electric Service Contract, the Restated Agreement, or otherwise related to the Boulder Canyon Project.

- **Customer:** A Customer is a legal entity that has entered into a Power Sales Contract with the APA.
- **Customer Consultation Committee (CCC):** The committee established by the APA to inform and solicit input from Customer representatives regarding issues under discussion among two or more of the APA, the Western Area Power Administration (“Western”), the Bureau of Reclamation (“Reclamation”), and other entities contracting directly with Western, relating to the Electric Service Contract, the Restated Agreement, or otherwise related to the Boulder Canyon Project.
- **Customer Representative:** A Customer Representative is any person selected by the Customer to represent the Customer on the Customer Consultation Committee.

**Policy:**

**1. Establishment and Purpose of the Customer Consultation Committee:**

- The APA shall establish a Customer Consultation Committee, made up of APA staff and Customer Representatives of Customers wishing to participate.
- The purpose of the Customer Consultation Committee is to provide a mechanism to inform its members of issues under discussion at a Business Meeting.
- An authorized representative of a Customer may appoint a Customer Representative to the Customer Consultation Committee at any time by notifying the APA's Executive Director.
- The APA shall promptly make all materials relevant to such matters in the APA's possession available to the Customer Consultation Committee.

**2. Selection of Attending Representatives:**

- The Customer Representatives on the Customer Consultation Committee, with input from the APA, may select up to five (5) Customer Representatives to be Attending Representatives who may attend any Business Meeting with the APA.
- The APA shall allow such attendance, and nothing herein prevents the APA from inviting and allowing more than five (5) Customer Representatives to a Business Meeting.
- Attending Representatives shall be selected annually during the first Customer Consultation Committee meeting held each calendar year, and may be changed at any time, by a majority vote of the Customer Consultation Committee.
- The Customer Consultation Committee must provide the opportunity for at least one Attending Representative to be a Customer Representative who receives Hoover D-1 Capacity and Hoover D-1 Energy.
- In the event the Customer members are unable to agree on the Attending Representatives, the APA shall select the Attending Representatives.

- Failure of an Attending Representative to comply with the provisions of this policy disqualifies them from participating as an Attending Representative.

**3. Customer Consultation Committee Meetings:**

- The Customer Consultation Committee shall meet to inform its members of the matters under discussion at Business Meetings, positions the APA has taken, and provide an opportunity to share feedback with the APA.
- Feedback provided to the APA during a Customer Consultation Committee meeting will be evaluated and considered by the APA.
- Customer Consultation Committee meetings will be scheduled quarterly, though the meeting schedule may be modified as needed.

**4. Participation in Meetings with Western, Reclamation, or other entities contracting directly with Western:**

- The role of Attending Representatives attending a Business Meeting is to observe and report back to the Customer Consultation Committee.
- Attending Representatives should inform the APA of any differing positions before communicating those positions to Western, Reclamation, or other entities that contract directly with Western.

**Contact:**

If you have any questions related to this policy, please contact the Executive Director of the APA at 1810 West Adams, Phoenix, AZ 85007

## **EXHIBIT A**

### **SECTION 35. Customer Consultation Committee and Participation**

(a) The Authority shall establish a Customer Consultation Committee, which shall be made up of Authority staff and representatives of any Customer wishing to participate. The purpose of the Customer Consultation Committee is to provide a mechanism to inform the Customer Consultation Committee members of issues under discussion among two or more of the Authority, Western, Reclamation and other entities contracting directly with Western, relating to the Electric Service Contract, the Restated Agreement or otherwise related to the Boulder Canyon Project.

(b) The Authority shall promptly make all materials relevant to such matters in the Authority's possession available to the Customer Consultation Committee.

(c) The Customer Consultation Committee shall meet to inform the Customer Consultation Committee members of the issues under discussion, solicit input from the Customer Consultation Committee members regarding the Authority's position on such issues, and to inform the Customer Consultation Committee members of the Authority's position on such issues.

(d) The Customer representatives on the Customer Consultation Committee, with input from the Authority, may select up to five (5) persons to attend, with the Authority, any meeting among the Authority and Western, Reclamation or other entities contracting directly with Western relating to the above-described issues. The Authority shall provide an opportunity for at least one of the five persons to represent Customers receiving Hoover D-1 Capacity and Hoover D-1 Energy. The Authority shall allow such attendance provided that nothing herein prevents the Authority from inviting and allowing more than five (5) Customer Representatives to any meeting among the Authority and Western, Reclamation, or other entities contracting directly with Western relating to the above-described issues. In the event the Customer members are unable to agree on the Customer attendees, the Authority shall select the Customer attendees.