ACC Staff Report Filed In APS Customer Disconnection Inquiry

The Arizona Corporation Commission staff released its report today in response to Commissioner requests for an inquiry into what occurred in the Arizona Public Service Company (APS) incident involving the disconnection of a 72-year-old’s electricity service in September 2018.

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CAC Receives Gold Circle Of Excellence Award

Central Arizona College was recently named a 2019 Gold Circle of Excellence award winner by the Council for Advancement and Support of Education. Continued on page 10

Queen Creek’s Town Manager Elected As MAG’s Committee Chair

At the June 12 Maricopa Association of Government’s (MAG) Management Committee meeting, Queen Creek’s Town Manager John Kross was elected to serve as the chair. Continued on page 7

Dozen Zoo-Born Mexican Wolf Pups Find New Homes

Twelve Mexican wolf pups are now being cared for and raised by surrogate wild wolf parents after successful efforts to introduce them into existing wolf litters. Continued on page 16

Local Job Finder

San Tan Valley Jobs Openings

Every job listed in this week’s job column resides in the 85240 zip code. For those looking for a minimal commute, this is the column for you. Continued on page 9

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(480)889-1568

85 W Combs Rd, Ste 101, San Tan Valley, AZ 85140
(Combs and Gantzel)
(480)655-5571
ACC Staff Report Filed In APS Customer Disconnection Inquiry Report Released In Response To Incident Involving The Disconnection Of A 72-Year-Old’s Electricity Service

By Arizona Corporation Commission
Continued from page 1

The Arizona Corporation Commission staff released its report today in response to Commissioner requests for an inquiry into what occurred in the Arizona Public Service Company (APS) incident involving the disconnection of a 72-year-old’s electricity service in September 2018.

The report, filed in Corporation Commission docket E-00000A-19-0128, details APS and staff timelines of events involving the disconnection of service.

Based on the Corporation Commission’s staff review of the record, it shows the APS customer’s daughter called the Corporation Commission’s Consumer Services section to request information on the Commission’s disconnection policy and notice requirements on September 17, 2018. Based on the report, the woman mentioned her mother had passed away. There is no indication there was a link between her mother passing away and the request for information on the Commission’s disconnection policy.

“Ms. Smith never communicated to Consumer Services that she believed that Ms. Pullman’s death was in any way related to APS’s disconnection of service. Ms. Smith inquired about disconnection policies but did not file a complaint,” reads the report.

Continued on page 6
The Consumer Services section assists customers of utilities with a variety of matters involving utility service, rates, disconnection of service, requests for deposits, refusal of service, a utility’s policies and procedures, installations, quality of service, responsibility for a bill, and complaints.

In developing the report, staff was also directed to determine if APS complied with the Commission’s rules and its own disconnection policy.

The report found there was no APS documentation of person-to-person contact made with the customer at critical times and what might have been said. “While staff is not disputing APS’s assertions that it took certain actions to comply with the rules, staff simply cannot substantiate with documentation APS’s actions in all cases.”

Additional findings in the report include conclusions regarding the utility company’s lack of personal contact with its customer when it may have been helpful. APS’s timeline of customer contact included reported placement of a door hanger on the customer’s door on two separate occasions. The report determines APS’s door hanger, as compared to other regulated entities, did not provide detailed information that would be helpful and informative in assuring the customer is aware of the customer’s specific actions to resolve billing issues.

The report concludes based on the limited information provided by the utility, staff cannot confirm that APS precisely followed disconnection protocol as prescribed by Corporation Commission regulation.

The staff report and all documentation related to this matter may be found in the Corporation Commission’s online docket at:
http://edocket.azcc.gov
Entering docket number: E-00000A-19-0128.

Direct link to staff report:
docket.images.azcc.gov/0000198772.pdf
★STT
Queen Creek’s Town Manager Elected As MAG’s Management Committee Chair

By Constance Halonen-Wilson

At the June 12 Maricopa Association of Government’s (MAG) Management Committee meeting, Queen Creek’s Town Manager John Kross was elected to serve as the chair. Providing a key role in the regional decisions facing MAG, the Management Committee analyzes the technical and policy implications of the input received from MAG’s technical committees and makes recommendations to the Regional Council.

“This is just one example of John’s fantastic leadership in the region,” stated Queen Creek Mayor Gail Barney. “One of MAG’s most important responsibilities is transportation planning and John’s one-year term comes at a critical time as MAG updates the Regional Transportation Plan for Maricopa County.”

Town Manager John Kross shared, “I am honored to serve in this role and represent our community. MAG focuses on important issues from transportation, air quality and human services, to name a few. I look forward to participating in the continued collaboration that allows for regional solutions.”

Founded in 1967, MAG is a Council of Governments and Metropolitan Planning Organization that provides a regional forum for discussion, analysis, and resolution of regional issues, including transportation, air quality, economic development and human services. MAG prepares the 20-year Regional Transportation Plan and five-year Transportation Improvement Program for the region.

Kross has served as MAG’s Vice Chair for the past year. For additional information about MAG, visit AZMAG.gov.
Wednesday’s Sudoku Puzzle

June 26, 2019

Enter digits from 1 to 9 into the blank spaces.
Every row must contain one of each digit.
So must every column, as must every 3x3 square.
Local Job Finder
San Tan Valley Jobs Openings
By San Tan Times Staff
Continued from page 1

Shift Supervisor
Job Order Number: JC93789787
Company Name: Starbucks
Job Site Location: San Tan Valley, 85140

JOB INFORMATION
• Maintain regular and consistent attendance and punctuality, with or without reasonable accommodation
• Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
• Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security, with or without reasonable accommodation
• Six (6) months of experience in a position that required constant interacting with and fulfilling the requests of customers
• Prepare and coach the preparation of food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients
• At least six (6) months of experience delegating tasks to other employees and/or coordinating the tasks of two (2) or more employees

Learn more:
santantimes.com/local-job-finder-60

Results Manager
Job Order Number: JC134867417
Company Name: Anytime Fitness
Job Site Location: San Tan Valley, 85140

JOB INFORMATION
An Anytime Fitness Results Manager is responsible for helping all members “get to a healthier place.” The Results Manager serves as a ‘guidance counselor’ to all members of the club, ‘educator and mentor’ for all training staff, and ‘strategist’ for owner/manager. The Results Manager’s ultimate role is to manage the Member Onboarding Process which includes conducting the fitness consultation, determining the right combination of personnel and tools for each member, and managing the retention score to ensure meaningful touch points for the lifetime of the member.

Responsibilities
• Lead the personal training team and lead member experience at the club
• Follow up on sales leads and build a pipeline of prospective new members
• Actively participate in community-sponsored events and other outside opportunities to promote the club
• Network within the fitness industry and other outside industries to drive recognition and interest in the club
• Give tours to prospective member and enrolling prospects after tour process
• Provide good member service to members and prospective members and assist in resolving issues that arise.

Learn more:
santantimes.com/local-job-finder-60
Continued on page 15
Central Arizona College Receives Gold Circle Of Excellence Award

By Angela Askey, Executive Director
Public Relations and Marketing
Central Arizona College

Continued from page 1

Central Arizona College was recently named a 2019 Gold Circle of Excellence award winner by the Council for Advancement and Support of Education (CASE) for their entry, “Central Arizona College & Sundt Construction: Education at the Speed of Industry.”

Each year the CASE Circle of Excellence Awards, recognize hundreds of institutions who have implemented innovative, inspiring and creative ideas that have a lasting impact and deliver extraordinary results.

The judges recognized the Community College Public-Private Partnership between CAC and Sundt stating, “It is the responsibility of a community college to engage their industry partners and create opportunities for students and alumni to enter the workforce in high-skilled, high-paying jobs. This partnership between Sundt Construction and Central Arizona College leveraged the top strengths of both organizations and demonstrated the power of a well-executed partnership that provides the most benefits for students, the college, and employers. We also especially appreciated the focus on diversity in the partnership.”

In 2019, CASE received more than 2,800 from 611 higher education member institutions, independent schools, and nonprofits from 20 countries. Winners were selected based on overall quality, innovation, use of resources and the impact on the institution or its external and internal communities, such as alumni, parents, students, and faculty and staff.

James Busch, Skilled Trades and Technology Division Chair and Professor of Diesel Technology & Heavy Equipment Operator stated, “We are honored to receive this Gold Circle of Excellence Award. This collaboration and partnership continues to provide amazing training opportunities for students interested in skilled craft positions. The advancements we have made and continue to work towards are possible because of this strong workforce partnership.”

Darry Welker, Craft Training Manager for Sundt added, “Steadfast perseverance between aligned partners with the common goal of creating purposeful impact and necessary change for not only individuals but a community will always succeed. Sundt is very proud of the partnership efforts and the boundaries that are broadening within the mainstream ideology of industry and education.”

★STT
Adventures In Obsessive Reading

Two New Reviews From Our Local Book Reviewer
By Adventures in Obsessive Reading

Pride and Prejudice and Zombies
Author: Jane Austen and Seth Grahame-Smith
Page Count: 321
Rating: B
Keywords: Zombies, Humor, Gore, Love, Reimagined
Genre: Youner Adult, Reimagined Classic
Younger Readers: Innuendoes are present throughout and some language. If you are capable of handling a joke about balls then you will likely be fine with this book. There are references to savage beating but not described in detail and one must remember that this is, in fact, a book about zombies.

I would like to begin by saying that Pride & Prejudice by Jane Austen is one of my all time favorite books and I love the movies as well. So, yes. I am biased. Be aware that this is different from the movie. I saw the movie first and enjoyed it quite a bit. Once I started reading this book I quickly realized that the narrative was much more similar to the original book by Jane Austen than the movie I had watched just a few days prior. Despite this, it was still a fun read that I did not have too much difficulty getting through. I did read it slower than normal. However, this was much more likely due to being busy at school rather than this being a bad book.

This was funnier than I had expected. The humor is not necessarily blaringly obvious. It is subtle and if you’re not careful you could easily miss it. I was in no way prepared to hear Mr. Darcy utter a balls joke. I will admit that my started laugh was nowhere near graceful. It was more like a snort. Humor that catches you off guard can be the best.

The addition of ninjas was absolutely perfect. I am not entirely sure what it is, but whenever there are ninjas in a story it instantly becomes much better.

I like when characters can be wrong and accept that they were wrong. This is one of the reasons I love Pride & Prejudice. Elizabeth and Darcy are both proud people that it seems will never make it work. And yet they do. It is a gradual love story that defies odds. No instalove in sight. Pride & Prejudice was the original romantic comedy and has had readers coming back for over two hundred years.

This adaptation was fun. If you hate Jane Austen, the maybe stay away from this one. If you’re looking for something really fast paced I would also wait. However, if you’re a Jane Austen fan and want a humorous, endearing read then I would check this one out!

P.S. If you do read this, take note of Charlotte. How does no one notice what is going on with her?! How??????

Continued on page 12
Adventures In Obsessive Reading
Continued from page 11

The Queen of the Tearling
Author: Elizabeth Mckenzie
Page Count: 413
Rating: C
Keywords: Squirrels, Identity, Crisis, Pharmaceutical Sales, Murder, Veterans
Genre: Fiction
Younger Readers: This is written for adults. Sex, drugs, drinking, murder, and mental illness are all present.

I listened to this audiobook right after finishing Stalking Jack the Ripper while I was in Ireland and England. It got me through long train rides, cab rides, and two flights without succumbing to total boredom. There were even points where I would stay up late listening to it at night after touring castles, cathedrals, and museums all day. With how tired I was, this was definitely an addicting read.

I enjoyed that rather than being set in the past, this book was actually set in the future where society has regressed. Doctors are rare and culture is now similar to medieval Europe. Even books are rare. This interesting twist made me want to hear more about the Crossing and what could have possibly happened. I truly hope this is explored further in the future.

Kelsea can be a bit stubborn at times and irritating, but I enjoyed her character overall. She grows on you as the story progresses. While her strong will and life story are perfectly aligned with most fantasy books, she did have her unique points. Rather than the traditional petite and gorgeous characters that populate fiction, she is described as being quite average in terms of weight and appearance. At times she focuses far too much on this. Harping needlessly on what she perceives as her “lacking” physical traits may have been a bit of an annoyance while I was listening, but it can also serve as a refreshing trait for those wanting a new character type.

Like with most fantasies I’ve read, this book is heavily involved with politics. Because I was listening to this story rather than reading a physical copy, I did become lost at times. Names and locations all blend together at the start. As time goes on they become easier to pick out and remember. Secondary characters and court drama are strong throughout the book.

Two components that were not as prominent would be magic and love. Magic is hinted at throughout this installment, but not as a main point. With how it was developed and presented I would guess it will be more relevant in future books. However, I am not sure if the love aspect will ever be present. Kelsea has one potential interest but whether or not this will ever develop is difficult to tell.

Katherine’s reading was delightful. I especially love how she was able to give each character such a unique voice that perfectly matched their personalities. I listened between the 1.5x and 2x speeds throughout.

This was a solid fantasy novel and great introduction to a series. I cannot wait to see if book two is as amazing. Definitely check this one out if you are into fantasy, dark storylines, and political intrigue. If you are somewhat leery of heavy fantasy themes, you will be fine with this book. It fits well into the genre without having some of the heaviness associated with more traditional tomes of the genre.

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Local Job Finder
Continued from page 9

Pharmacy Technician
Job Order Number: JC141232834
Company Name: Walgreens
Job Site Location: San Tan Valley, 85140

JOB INFORMATION
• In accordance with state and federal regulations, assists the pharmacist, under direct supervision, in the practice of pharmacy. Assists the pharmacist in the performance of other Pharmacy Department duties in accordance with Company policies and procedures.

• Responsible for using pharmacy systems to obtain patient and drug information and process prescriptions. If PTCB certified, assists with and coaches pharmacy technicians in the operation of pharmacy systems and cashiers in the operation of the pharmacy cash registers.

• Models and delivers a distinctive and delightful customer experience.

Training & Personal Development
• Earns and maintains PTCB certification through the designated PTCB training program and/or state required certification/registration. Otherwise, earns PTCB certification as condition of promotion to senior technician.

• Attends training and completes PPLs requested by Manager and acquires continuing education credits. Maintains knowledge and skill in healthcare and pharmacy, including latest news and developments.

Learn more: santantimes.com/local-job-finder-60

Common Area/Pool Monitor
Job Order Number: JC141484734
Company Name: FirstService Residential
Job Site Location: San Tan Valley, 85140

JOB INFORMATION

We want to maintain a clean, attractive pool and park. The monitor is to ensure that only the appropriate people are using our pool. This should always be done in a polite manner. As the season progresses, it won’t be necessary to see every key, every time; you will get to know the regular users. It is your job to keep order in the pool area. Monitors are to be polite but firm and consistent. Using your best judgment and common sense, enforce the pool rules to the best of your abilities

Essential Duties & Responsibilities
• The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

• Safety — ensures that there is no horseplay, diving, running, etc

• Sit at the gate and make sure that the people wanting to use the pool are residents (they have cards)

• Clean the bathrooms, empty trash

• Search coolers, etc for alcohol to compliance with pool rules

Learn more: santantimes.com/local-job-finder-60

Continued on page 17
Dozen Zoo-Born Mexican Wolf Pups Find New Homes In Wild After Successful Fostering effort
By Arizona Game And Fish Department
Continued from page 1

Twelve Mexican wolf pups are now being cared for and raised by surrogate wild wolf parents after successful efforts to introduce them into existing wolf litters in Arizona and New Mexico.

The young wolves were placed in their foster dens by scientists from the Mexican Wolf Species Survival Plan group and Interagency Field Team (IFT). The cross-fostering is part of an effort to restore the rare gray wolf subspecies to its former range and increase genetic diversity in the wild population.

Five Mexican wolf pups were placed into wild dens in Arizona and seven pups were placed into wild dens in New Mexico from April 18 to May 10, 2019, in accordance with the Mexican Wolf Recovery Plan. Cross-fostering is a proven way to introduce pups into the litter of an experienced wild female. Typically, survival rates using this technique are higher than other wolf release methods.

Six of the pups came from the Endangered Wolf Center in Missouri, three from the Mesker Park Zoo in Indiana, two from the Sedgwick County Zoo in Kansas, and one from the Wolf Conservation Center in New York. In addition, three wild-born pups were removed from the Frieborn Pack in New Mexico and placed at the Endangered Wolf Center.

“We expanded our cross-fostering work this year both in the number of pups placed in the wild and the number of partners helping with the effort,” said Amy Lueders, the U.S. Fish and Wildlife Service’s Southwest Regional Director. “The support of our partners, including the Arizona Game and Fish Department, the Endangered Wolf Center, the Mesker Park Zoo, the Sedgwick County Zoo and the Wolf Conservation Center continues to play a critical role in the success of Mexican wolf recovery.”

“This is one of the most important conservation efforts in the history of Mexican wolf recovery,” said Jim deVos, Assistant Director for Wildlife Management at the Arizona Game and Fish Department. “Given the very small initial population of wolves, infusing new genetics into the growing wolf population is a crucial step to recovery. The field team worked tirelessly to locate dens and transfer pups to make this important contribution to wildlife conservation a success.”

The IFT will continue to monitor the packs through GPS and radio telemetry signals from collars placed on the wolves to avoid further disturbance. Later, through remote camera observations and efforts to trap the young of the year, the IFT plans to document the survival of the cross-fostered pups.

Partners in the effort to recover Mexican wolves include the Service, the government of Mexico, the Arizona Game and Fish Department, White Mountain Apache Tribe, U.S. Forest Service, USDA’s Animal and Plant Health Inspection Service –Wildlife Services, participating counties and the members of the Mexican Wolf Species Survival Plan.

★STT
Local Job Finder
Continued from page 15

Barista
Job Order Number: JC132202734
Company Name: Starbucks
Job Site Location: San Tan Valley, 85140

JOB INFORMATION
• No previous experience required
• Maintain regular and consistent attendance and punctuality, with or without reasonable accommodation
• Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
• Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security, with or without reasonable accommodation
• Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication
• Prepare food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients
• Available to perform many different tasks within the store during each shift

Required Knowledge, Skills and Abilities
• Ability to learn quickly
• Ability to understand and carry out oral and written instructions and request clarification when needed
• Strong interpersonal skills
• Ability to work as part of a team
• Ability to build relationships

Learn more:
santantimes.com/local-job-finder-60

Registered Nurse
Job Order Number: JC138268199
Company Name: C&A Industries, Inc
Job Site Location: San Tan Valley, 85140

JOB INFORMATION
Looking for 2 ER RN mid and nights must have BLS, ACLS, PALS, TNC-C,&CPI. Please call Allison W for more details at 402.938.2050 ext 2321.

Licenses/Certifications:
• CPR/BLS (Basic Life Support)
• State License-RN-Arizona
• ACLS (Advance Cardiac Life Support)

Physical Abilities:
From 50-100lbs

Resumes may be sent to:
nursejobseekers@aureusmedical.com
Or call (800) 856-5457 for more information.

Learn more:
santantimes.com/local-job-finder-60

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