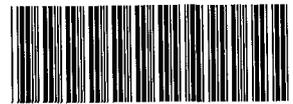


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1 FENNEMORE CRAIG 2004 APR 14 P 2:17
 Jay L. Shapiro (No. 014650)
 2 Patrick Black (No. 017142) CORP COMMISSION
 3 3003 N. Central Ave. DOCUMENT CONTROL
 Suite 2600
 4 Phoenix, Arizona 85012
 Attorneys for Pine Water Company, Inc.

BEFORE THE ARIZONA CORPORATION COMMISSION

8 IN THE MATTER OF THE
 APPLICATION OF PINE WATER
 9 COMPANY FOR A
 DETERMINATION OF THE
 10 CURRENT FAIR VALUE OF ITS
 UTILITY PLANT AND PROPERTY
 11 AND FOR INCREASES IN ITS
 RATES AND CHARGES BASED
 12 THEREON FOR UTILITY SERVICE
 AND FOR APPROVAL TO INCUR
 13 LONG-TERM DEBT

DOCKET NO: W-03512A-03-0279

NOTICE OF LATE FILED EXHIBITS

14 Pursuant to the direction of the Assistant Chief Administrative Law Judge during the
 15 hearing in this matter, Pine Water Company hereby provides notice of filing the attached late-
 16 filed exhibits:

- 17 A. Customer Service Procedures for Leaks
- 18 B. ADEQ Drinking Water Compliance Status Reports

20 RESPECTFULLY SUBMITTED this 14th day of April, 2004.

FENNEMORE CRAIG

Arizona Corporation Commission

DOCKETED

APR 14 2004

25 DOCKETED BY 

22 By 
 Jay L. Shapiro
 3003 North Central Avenue
 Suite 2600
 Phoenix, Arizona 85012
 Attorney for Pine Water Company

1 Original and 13 copies were filed
this 14th day of April, 2004, to:
2
3 Docket Control
4 Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007
5
6 COPY of the foregoing delivered
this 14th day of April, 2004, to:
7
8 Chairman Marc Spitzer
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
9
10 Commissioner William Mundell
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
11
12 Commissioner Mike Gleason
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
13
14 Commissioner Jeff Hatch-Miller
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
15
16 Commissioner Kristin Mayes
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
17
18 Dwight D. Nodes, Assistant Chief ALJ
Hearing Division
19 Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
20
21 Gary H. Horton
Legal Division
22 Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
23
24
25
26

1 COPY of the foregoing delivered
2 this 14th day of April, 2004, to:

3 John O. Breninger
4 P.O. Box 2096
5 3475 Whispering Pines Road
6 Pine, AZ 85544-2096

7 John G. Gliege, Esq.
8 Law Office of John G. Gliege
9 P.O. Box 1388
10 Flagstaff, Arizona 86002-1388
11 Attorney for Pine-Strawberry
12 Water Improvement District

13 Robert M. Cassaro
14 P.O. Box 1522
15 Pine, Arizona 85544

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18
19
20
21
22
23
24
25
26
By: Georgina Antero
1535062/75206.006

A

HYDRANT LEAK**1. DEFINITION**

A hydrant leak is defined as water loss from a hydrant.

Excessive water loss may cause the following potential problems:

- Property damage
- Safety hazards
- Water quality inquiries/complaints

2. COMPANY POSITION

Pine Water Co., Inc. considers hydrant leaks an emergency and will investigate immediately.

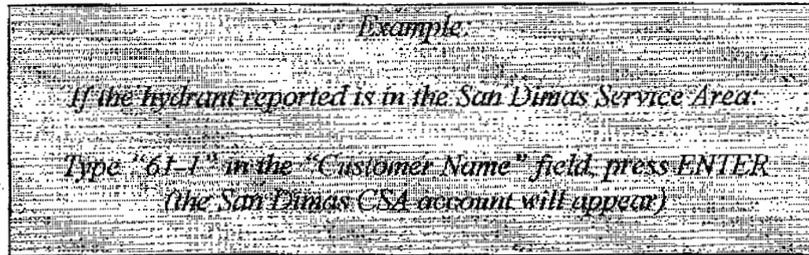
3. GUIDELINES

Review the following with the caller to assist in the investigation:

- Verify the hydrant in question is in the Company's service area (service location, maps, etc.). If not, try to refer the caller to the appropriate agency
- Ask the severity of leak (dripping, steady stream, gushing or sheared)
- Ask when first noticed (today, last week, month, etc.)
- Always obtain service address and cross streets or best possible directions

4. PROCEDURES

- Access "Display/Enter Customer Contacts by Cust #?" from the Main Menu
- Access nearest service address to the hydrant
If service address is not available, access CSA account number
(see example below)

HYDRANT LEAK

- Review customer contact history (duplicate request)
- Review step #5 Guidelines
- Create a "LEAK5" Customer Contact
(“L5” Service Order will be generated)

**** NOTE **** *If necessary, see Procedure No. 19, "Customer Contacts/Service Orders", step #6C, for step by step instructions on creating customer contacts and service orders.*

- Make appropriate notes (location, severity, etc.)
- Print the "L5" Service Order for immediate dispatch
- Call the CSA to verify receipt of the service order

**** NOTE **** *Upon service order return, if necessary, see Procedure No. 21, "Service Order Update", step #6A, for step by step instructions on updating service orders.*

LEAK CUSTOMER PREMISES**1. DEFINITION**

A leak on a customer's premises is defined as water loss from the customer's property.

2. COMPANY POSITION

Pine Water Co., Inc. considers any leak an emergency and will investigate immediately.

3. GUIDELINES**A. Responsibility**

All repairs and charges associated with a leak on the customer's premises are the responsibility of the property owner. Pine Water Co will **not** make any repairs; however, a service person may attempt to locate leak(s) as a courtesy.

B. Locating a Leak

The customer may request assistance in locating leak(s) if he/she hears water running on their property and are unable to locate it. In addition, a door tag left by a serviceperson may also prompt a request for assistance.

C. Never

Never refer a caller to outside services (leak detection service, plumber, etc.) due to liability.

Never lead a caller to believe that Pine Water Co will make any repair or adjustment. (If necessary, see Procedure No. 6, "Adjustments")

**D. Review the following with the caller to assist in the investigation:
(If necessary, refer to the diagram on page 5)**

- Ask when first noticed (today, last week, month, etc.)
- Ask the severity of leak (flooding, gushing)
- Ask if the caller has checked indoor fixtures and plumbing

LEAK CUSTOMER PREMISES

(toilets, faucets, etc.)

- Ask if the caller has checked outdoor fixtures and plumbing (house valve, hose bibbs, irrigation system, etc.)
- Ask if any recent plumbing repairs have been made

4. PROCEDURES

- Access "Display/Enter Customer Contacts by Cust #" from the Main Menu
- Access customer's account
If customer number is not known, search by available data (name, address, etc.)
- Review customer contact history (NON2, duplicate request, BILL2)
- Review step #5 Guidelines
- Create a "LEAK3" Customer Contact ("L3" Service Order will be generated)

**** NOTE **** *If necessary, see Procedure No. 19, "Customer Contacts/Service Orders", step #6C, for step by step instructions on creating customer contacts and service orders.*

- Make appropriate notes in the customer contact and service order (customer concern)
- Print the "L3" Service Order for immediate dispatch
- Call the CSA to verify receipt of the service order
- Upon service order return, if noted that the "L3" Service Order did not apply, close it and generate the correct service order

**** NOTE **** *All paperwork should be kept together and filed upon completion.*

**** NOTE **** *Upon service order return, if necessary, see Procedure No. 21, "Service Order Update", step #6A, for step by step instructions on updating service orders.*

SERVICE / MAIN LEAK

1. DEFINITION

A main leak is defined as water loss from a main line.

A service leak is defined as water loss from a service line.

Excessive water loss may cause the following potential problems:

- Property damage
- Safety hazards
- Water quality inquiries/complaints
- Pressure inquiries/complaints
- Interruption of service

2. COMPANY POSITION

Pine Water Co. considers any service or main leak an emergency and will investigate immediately.

3. GUIDELINES

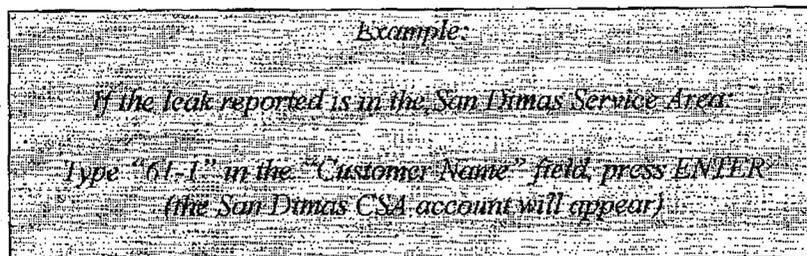
Review the following with the caller to assist in the investigation:
(If necessary, refer to the diagram on page 6)

- Verify the leak in question is in the company's service area (service location, maps, etc.). If not, try to refer the caller to the appropriate agency
- Ask the severity of leak (bubbling, steady stream, gushing)
- Ask when first noticed (today, last week, month, etc.)
- Always obtain service address and cross streets or best possible directions
- Ask for the location of the leak
(middle of street, by curb, next to meter, yard, alley, etc.)

SERVICE / MAIN LEAK

4. PROCEDURES

- Access "Display/Enter Customer Contacts by Cust #" from the Main Menu
- Access nearest service address to the leak
If service address is not available, access CSA account number
(see example below)



- Review customer contact history (duplicate request)
- Review step #5 Guidelines
- Create a "LEAK2" or "LEAK4" Customer Contact
(“L2” or “L4” Service Order will be generated)

**** NOTE **** *If necessary, see Procedure No. 19, "Customer Contacts/Service Orders", step #6C, for step by step instructions on creating customer contacts and service orders.*

- Make appropriate notes in the customer contact and service order
(location, severity, etc.)
- Print the "L2" or "L4" Service Order for immediate dispatch
- Call the CSA to verify receipt of the service order
- Upon service order return, if noted that the "L2" or "L4" Service Order did not apply, close it and generate the correct service order

****NOTE**** *All paperwork should be kept together and filed upon completion.*

SERVICE / MAIN LEAK

**** NOTE **** Upon service order return, if necessary, see Procedure No. 21, "Service Order Update", step #6A, for step by step instructions on updating service orders.

METER LEAK**1. DEFINITION**

A meter leak is defined as water loss from a meter.

Excessive water loss may cause the following potential problems:

- Property damage
- Safety hazards
- Pressure inquiries/complaints
- High bill

2. COMPANY POSITION

Pine Water Co considers any meter leak an emergency and will investigate immediately.

3. GUIDELINES

A. Review the following with the caller to assist in the investigation:
(If necessary, refer to the diagram on page 6)

- Verify the meter in question is in the company's service area (service location, maps, etc.). If not, try to refer the caller to the appropriate agency
- Ask the severity of leak
(dripping, steady stream, meter box full of water, gushing)
- Ask when first noticed (today, last week, month, etc.)
- Always obtain service address and cross streets or best possible directions
- Ask if there is meter movement

B. Never lead a caller to believe that Pine Water Co will make adjustments.
(If necessary, see Procedure No. 6, "Adjustments")

METER LEAK**4. PROCEDURES**

- Access "Display/Enter Customer Contacts by Cust #?" from the Main Menu
- Access customer's account
If customer number is not known, search by available data
(name, address, etc.)
- Review customer contact history (duplicate request)
- Review step #5 Guidelines
- Create a "LEAK1" Customer Contact
("L1" Service Order will be generated)

****NOTE**** *If necessary, see Procedure No. 19, "Customer Contacts/Service Orders", step #6C, for step by step instructions on creating customer contacts and service orders.*

- Make appropriate notes in the customer contact and service order
(location, severity, etc.)
- Print the "L1" Service Order for immediate dispatch
- Call the CSA to verify receipt of the service order
- Upon service order return, if noted that the "L1" Service Order did not apply, close it and generate the correct service order

****NOTE**** *All paperwork should be kept together and filed upon completion.*

****NOTE**** *Upon service order return, if necessary, see Procedure No. 21, "Service Order Update", step #6A, for step by step instructions on updating service orders.*

B

**Arizona Department of Environmental Quality
Water Quality Compliance Assurance Unit
1110 W. Washington Street, 5415B-1
Phoenix, AZ 85007**

Drinking Water Compliance Status Report

Public Water System Name: Pine Water Co-Pine

Public Water System ID #: 04-043

Overall Compliance Status: No Major Deficiencies Major Deficiencies

Monitoring and Reporting Status: No Major Deficiencies Major Deficiencies
Comments:

Operation and Maintenance Status: No Major Deficiencies Major Deficiencies
Comments:

Major unresolved/ongoing operation and maintenance deficiencies:

- | | |
|-------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> unable to maintain 20psi | <input type="checkbox"/> inadequate storage |
| <input type="checkbox"/> cross connection/backflow problems | <input type="checkbox"/> surface water treatment rule |
| <input type="checkbox"/> treatment deficiencies | <input type="checkbox"/> approval of construction |
| <input type="checkbox"/> certified operator | <input type="checkbox"/> other |

Date of last inspection / sanitary survey: 4-27-99

Administrative Orders:

Is an ADEQ administrative order in effect? Yes No
Comments:

System information:

Number of Points of Entry 3 Number of Sources 3 Population Served 1317

Service Connections 439 Initial Monitoring Year 1993 Initial MAP Year 1999

Evaluation completed by: Jim Puckett

Phone: 602-771-4649 **Date:** 4-5-04

Based upon data submitted by the water system, ADEQ has determined that this system is currently delivering water that meets water quality standards required by Arizona Administrative Code, Title 18, Chapter 4. This compliance status report does not guarantee the water quality for this system in the future. This compliance status report does not reflect the status of any other water system owned by this utility company.

Arizona Department of Environmental Quality
Water Quality Compliance Assurance Unit
 1110 W. Washington Street, 5415B-1
 Phoenix, AZ 85007

Drinking Water Compliance Status Report

Public Water System Name: Pine Water Co-Pine

Public Water System ID #: 04-034

Overall Compliance Status: No Major Deficiencies Major Deficiencies

Monitoring and Reporting Status: No Major Deficiencies Major Deficiencies
 Comments:

Operation and Maintenance Status: No Major Deficiencies Major Deficiencies
 Comments:

Major unresolved/ongoing operation and maintenance deficiencies:

- | | |
|-------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> unable to maintain 20psi | <input type="checkbox"/> inadequate storage |
| <input type="checkbox"/> cross connection/backflow problems | <input type="checkbox"/> surface water treatment rule |
| <input type="checkbox"/> treatment deficiencies | <input type="checkbox"/> approval of construction |
| <input type="checkbox"/> certified operator | <input type="checkbox"/> other |

Date of last inspection / sanitary survey: 8-15-2000

Administrative Orders:

Is an ADEQ administrative order in effect? Yes No

Comments:

This order was issued to address chronic water outages and monitoring violations.

System information:

Number of Points of Entry 4 Number of Sources 12 Population Served 4620

Service Connections 1540 Initial Monitoring Year 1993 Initial MAP Year 1999

Evaluation completed by: Jim Fuckett

Phone: 602-771-4649 Date: 4-5-04

Based upon data submitted by the water system, ADEQ has determined that this system is currently delivering water that meets water quality standards required by Arizona Administrative Code, Title 18, Chapter 4. This compliance status report does not guarantee the water quality for this system in the future. This compliance status report does not reflect the status of any other water system owned by this utility company.