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**Portal III Homeowners Association
P.O. Box 1929
Pine, Arizona 85544**

March 31, 2004

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

Attention:

Marc Spitzer, Chairman
Kristin K. Mayes, Commissioner
Jeff Hatch-Miller, Commissioner
William Mundell, Commissioner
Mike Gleason, Commissioner

Arizona Corporation Commission

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DOCKETED BY *Marc*

Dear Mr. Chairman & Commissioners:

There is a history of excessive water loss through infrastructure failures due to poor communication and delayed response on the part of Brooke/PWC.

I serve as the Environmental Committee Chairman for the Portal III HOA in Pine. As such I am called upon to contact Brooke/PWC regarding water leaks within the boundaries of our HOA. I will just relate three examples that took place during 2003. In the past I didn't log my calls to Brooke, so I don't have dates of the calls.

Incident #1: I Reported water leak to Brooke via 800 number and told that it would be reported to local Brooke personnel. Three days passed without repair. Calls back to Brooke during this time did not result in a date when I could expect repairs to be done. The following week in response to my call I was told that the repair would be done that day, and it was. When I spoke to the Brooke supervisor on site doing the repair I was not given any assurance that I could expect better service in the future.

Incident #2: Reported water leak to Brooke in the early morning that appeared to be emanating from the meter box on a part time resident's property. I was told it would be reported to local Brooke personnel. In my judgment a significant amount of water was being lost. Hours later after no response for repair, I placed a second call to Brooke after determining that the leak was on Brooke's side of the meter. The customer was not being charged for the water being lost. With that information Brooke personnel responded within the hour to start repairs.

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Incident #3: After repeated calls by a homeowner concerning water leak from a pipe under the concrete street paving, I was asked to intercede because of lack of response from Brooke. I was told by the homeowner that the leak was ongoing for close to a year. To make a long story short, about six weeks passed before the leak was finally fixed and the paving repaired. During this time I was told more than once that Brooke could not determine the source of the leak. After pointing out the evidence of the leak to them they were able to proceed with repairs.

I might add that early in the year the Brooke supervisor gave me his office phone number to contact him directly. During these incidents I called a number of times and left messages for him, but never once did I get a return call.

I strongly urge the Commissioners to require Pine Water Company to have a local Answering Service for customers to report priority problems such as water leaks. Minor problems and general questions would continue to be reported via the Brooke 800 number.



Robert Barr

Chairman, Environmental Committee