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Arizona Corporation Commission

AZ CORP COMMISSION
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Dear Commissioners:

On January 5, 2004 at approximately 3:10 pm I had a frantic call from my husband. Our son had been doing some fence work on the back of our property and had accidentally hit a main water line. My husband called the 1-800 number for Brooks Utilities that is on our water bill, listened to the selections and then selected option 2 to report a problem. He held on the line for 20 minutes and then was disconnected. He called me asking that I come home so I could try again while he would try to find the main turn-off to stop the flow of water.

Upon driving up to my house the water was covering South Rd and then flowing in Pine Creek. Our back yard was like a lake. I again called the 1-800, selected option 2 held on for another 20 minutes and was disconnected. Realizing that this was not working and we were losing an incredible amount of water I decided to try to go through the "back door" and call Jo from Ron Christensen's office. Fortunately she had Dean Schaffer's (a Brooks employee) cell phone number and she was able to reach him. At the same time I called John Breninger who also had Dean's cell phone number. My husband along with the majority of other residents would not have made those connections and would have not known where to turn for help.

Within a short time I had two Brook's employees there to shut off the main and start the repairs. When I asked them what was the procedure for reporting problems they said call the 1-800 number and select option 2. When I told them that doesn't work they said, "oh well, we would have figured something was wrong when we came to work in the morning and found the storage tank dry!"

The following day I called and spoke to someone to report that their phone system was not working properly and she said that I needed to talk to a supervisor. I left a message on her supervisor's voice mail and she never returned my phone call.

Two weeks later I talked to a neighbor who had the exact same experience while trying to report a bad leak she had discovered on her neighbors property. It was upsetting to hear that nothing had changed on the part of Brook's customer service or should I say lack of Customer Service.

It is very frustrating to those of us who work very hard to conserve every drop of water to work with a company who is not as concerned with breakages and leaks as we feel they should be.

Yours truly,

Lynn Gardner
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