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ARIZONA CORPORATION COMMISSION

April 7, 2004

RECEIVED  
2004 APR - 8 P 2:40  
AZ CORP COMMISSION  
DOCUMENT CONTROL

Mr. Robert M. Cassaro  
P.O. Box 1522  
Pine, AZ 85544

Re: Application of Pine Water Company for a Rate Increase;  
Docket No. W-03512A-03-0279

Dear Mr. Cassaro:

Thank you for your recent correspondence regarding the omission of leaks in the settlement agreement in the application of Pine Water Company. Your letter has been placed in Docket Control and will become part of the record for the review of the commissioners before rendering a decision. When the application comes before the Commission for final action, I will, of course, apply the law and the facts and take into consideration your thoughtful comments when making my decision on this matter. You can visit the Commission's website for information when the matter is scheduled for final action at the Commission by going to [www.cc.state.az.us](http://www.cc.state.az.us). Listed on the Commission's Home Page, click the topic Schedules & Agendas, and then double click the subject of Open meetings.

Arizona citizens are always better served when they participate in matters they believe to be of great importance and I appreciate the interest you have taken as an intervenor in this matter.

Sincerely,

*William A. Mundell*  
William A. Mundell, Commissioner  
Arizona Corporation Commission

Arizona Corporation Commission

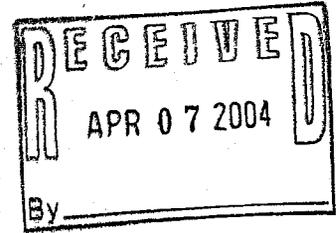
DOCKETED

APR - 8 2004

cc: Docket Control

DOCKETED BY *[Signature]*

Robert M. Cassaro  
PO Box 1522  
Pine, Az. 85544  
928-476-2891  
April 5, 2004

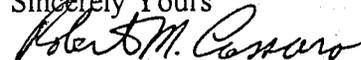


Commissioners  
Kristin K. Mayes  
William A. Mundell ✓

Docket# W-03512A-03-0279  
Pine Water Co. Rate Case

I was an intervenor in the above rate case and WAS NOT a signatory on the settlement agreement. I agree with all the items on the agreement --- BUT --- I requested an additional item be included as a separate item or included in section # 10 Water Usage, Reporting and Water loss. The item I requested is Pine Water Company's response time to reported LEAKS when called in to the California 800 #. This is a " Hot Button " in this community and definitely needs IMPROVEMENT. Pine Water Co. would not consider this as part of the settlement and I therefore declined to be included in the agreement. I have had some communication on this issue with Mr. Hardcastle via EMAIL and I enclose a copy for Your review. Please note My offer to work with Brooke / Pine Water Co. on this issue. I want to THANK YOU for Your concern on this issue expressed at the April 2 ,2004 hearing. Per Judge Nodes instruction I did file two letters written by Pine Residents on this subject at Docket control.

Sincerely Yours

  
Robert M. Cassaro

To: Bob Hardcastle  
Subject: Re: Conference calls

Bob Based on our communications to date — do You see any way You can improve customer response time ? ? If not it seems perhaps We should conclude these communications. Bob

--- Original Message ---  
From: Bob Hardcastle  
To: bob cassaro  
Sent: Sunday, March 28, 2004 6:32 PM  
Subject: RE: Conference calls

4

That's up to you. If you want to continue to have some discussion on these points I'm available to do so. I think, at the very least, additional discussion would help you understand these issues a little more broadly.

Please advise.

RTM

-----Original Message-----  
From: bob cassaro [mailto:bcruser@cybertrails.com]  
Sent: Sunday, March 28, 2004 4:21 PM  
To: Bob Hardcastle  
Subject: Fw: Conference calls

3

Bob Based on Jay's comment — Are We both wasting Our time with Communication and Outage issues ? I believe You will miss an opportunity to demonstrate Your willingness to PWC customers and ACC to not only improve customer SERVICE by improving RESPONSE TIME to LEAK calls but also it WILL reduce Your water loss because LEAKS will be repaired at a much faster pace. The water outage discrimination is another issue. Bob

--- Original Message ---  
From: JSHAPIRO@FCLAW.COM  
To: bcruser@cybertrails.com  
Sent: Sunday, March 28, 2004 3:01 PM  
Subject: RE: Conference calls

2

Well, I see no need for a conference call at this stage. Instead, it is up to the other four parties to determine whether they remain committed to the settlement already agreed to. I know the Company and the District are still committed to the settlement. We are hoping Staff will not allow your rejection of the settlement and demand for accommodation on matters that were not even in dispute in the rate case to thwart what remains a reasoned resolution. In the meantime, no settlement is being drafted, costing all of the parties valuable time.

-----Original Message-----  
From: bob cassaro [mailto:bcruser@cybertrails.com]  
Sent: Sunday, March 28, 2004 12:22 PM  
To: SHAPIRO, JAY  
Subject: Conference calls

1

Jay I will NOT be available for a conference call Mon. OR Tues ( 3/29 – 3/30 ). I will be reviewing EMAILS in the eve. of those two days. Balace of Week I will be available. Regards Bob

**bob cassaro**

8  
 From: "bob cassaro" <bcruiser@cybertrails.com>  
 To: "Bob Hardcastle" <rth@brookeutilities.com>  
 Sent: Saturday, April 03, 2004 6:35 AM  
 Subject: Re: Conference calls

Bob In msg. below I state A PLAN must be generated – A PLAN would contain MANY things including as You stae " How the present system works " and specific ways to IMPROVE present system. What it will take is a COMITMENT on Your part to DO something — NOT — just TALK about it !!! Bob Cassaro

7  
 --- Original Message ---

From: Bob Hardcastle  
 To: bob cassaro  
 Sent: Friday, April 02, 2004 6:20 AM  
 Subject: RE: Conference calls

Of course, I'm interested in your comments. However, before you decide there is a problem and what needs to be done it would seem to me that you would want to better understand (a) how the current system works, and (b) what cost effective measures might be taken to make improvements. It seems to me that it is hard to fix what is broken until you understand the issue being considered.

RTH

6  
 -----Original Message-----

From: bob cassaro [mailto:bcruiser@cybertrails.com]  
 Sent: Friday, April 02, 2004 4:05 AM  
 To: Bob Hardcastle  
 Subject: Re: Conference calls

Bob I have made suggestion's in previous EMAIL'S regarding Customer Respose time issue's. I have since DELETED these from My files. If one uses the case of Airline " On Time Arrivals " America West was on the BOTTOM compared to other Airlines. They are now ONE OF THE BEST !! They DID NOT get to be ONE OF THE BEST by convincing themselves – as You state below – " why this is such a difficult problem ". They first determind this PERFORMANCE measurement MUST be improved and proceeded to generate a PLAN to improve it !!! — Hint, Hint. I would be willing to work with Your organization on this issue if You so desire. Bob Cassaro

5  
 --- Original Message ---

From: Bob Hardcastle  
 To: 'bob cassaro'  
 Sent: Thursday, April 01, 2004 3:21 PM  
 Subject: RE: Conference calls

I think so but I'd be interested in your ideas. I really think a broader understanding of some of the issues we face might be very helpful to you understanding why this is such a difficult problem.

RTH

-----Original Message-----

From: bob cassaro [mailto:bcruiser@cybertrails.com]  
 Sent: Monday, March 29, 2004 4:52 AM