

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

W-03512A-03-0279

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: RECEIVED (602) 542-2129

Priority: Expedite

2004 FEB -6 A 11: 06

Inquiry No. 2004 - 31860

Date: 1/16/2004

Complaint Description: 05Z Quality of Service - Other

AZ CORP COMMISSION
DOCUMENT CONTROL

Complaint By: First: Howard Last: Young

Account Name: Howard Young

Home: (928) 476-4651

Street: P O Box 910

Work: (000) 000-0000

City: Pine

CBR:

State: AZ Zip: 85544

is:

Utility Company: Pine Water Co., Inc.

Division: Water

Contact Name: Mistie Jared

Contact Phone: (661) 633-7546

Nature of Complaint:

Letter from consumer came through Commissioner Mayes office and he has some questions that he would like to have answers to regarding Pine Water. His questions are as follows:

1. How many water storage tanks are in Pine and how many are actually in use?
2. How many water meter hook ups are in Pine and how many are used by part time residents ?
3. Consumer resides in Portals 3. In 1989 Williamson Water Company interconnected this system into the E&R System. In the last 14 years water has been pumped out of their well, should it go dry will Pine haul water to Portals 3 and will there be a hauling fee?

Consumer has attended numerous meetings regarding Pine Water and he feels they are in the same situation now that they were in 1989 except they are paying more.

Utilities' Response:

2/4/04

The answer to the questions noted on your complaint form is as follows:

- 1) Pine has 13 storage tanks of various sizes and 8 pressure tanks. The customer can confirm this information on Pine's annual report as well
- 2) Approximately 1,850 metered connections make up Pine Water Co. The Co. can not determine who or how many residents are part time.
- 3) Yes, all customers of Pine Water Company may be subject to a surcharge against the water consumed

Arizona Corporation Commission

DOCKETED

FEB 06 2004

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Let me know if you have any questions or require additional information
Thanks again,

MJ

Investigator's Comments and Disposition:

1/29 called utility (voicemail states she is out of office until 2/2), left voicemail asking to get response to consumers questions.

1/30 called and left consumer voicemail advising this is being worked on.

2/4 called Mistie, still no response to consumer questions, left voicemail 9:43am.

2/4 copy of response mailed to consumer. Closed.

Date Completed: 2/4/2004

Inquiry No. 2004 - 31860

· ID: KRISTIN MAYES

1-8-04

Please excuse my long hand letter, I have no typewriter or do I own a computer.

There are several questions I need answers to.

How many water storage tanks are in Pine and how many are in use?

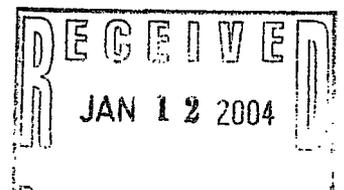
How many water meter hook-ups are in Pine and ^{how} many are being used by part time residents?

Many residents of Pine are under the impression Pine Water Company is installing 25 water meters each month. What is the average hook-ups each month for the last 6 months?

I reside in Portal 3, Pine AZ. In 1989 Williamson Water Company interconnected this system into the EFR Water System. In these 14 years, millions of gallon of water has been pumped out of our well into this EFR system now known as Pine Water Company. Are there any plans in place to provide Portal 3 with water when our well goes dry? If Pine Water Company hauls water to our water tank, will we be charged a hauling fee?

Over the past 14 years, I have attended several water meetings, some held by ACC and others held by our local water Board. We are in the same status we were back in 1989, except we are paying much more to the Pine Water Company. Thank you for any information you can furnish me.

Howard Young
P.O. Box 910
Pine, AZ 85544



DIRECTOR



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ARIZONA CORPORATION COMMISSION

January 15, 2004

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JAN 16 2004

ARIZONA CORPORATION COMMISSION
DIRECTOR OF UTILITIES

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2004 JAN 16 A 9:38

RECEIVED

Howard Young
P.O. Box 910
Pine, Az. 85544

RE: Pine Water Company, In the Matter of the Application of Pine Water Company, Docket No. W-03512A-03-0279

Dear Mr. Young:

Thank you for your letter expressing your concerns about the upcoming Pine Water Company rate case. Your concerns are important and I have filed your letter with Docket Control so that it becomes a part of the record for this proceeding.

As you may know, the commission serves in a quasi-judicial role. This means that I must wait until all the evidence is in and then make a decision based upon the entire record. It is for that reason that I have asked Vicki Wallace, the head of our Consumers Services department, to address your concerns. Ms. Wallace can be reached at (602)-542-0818. She will be in contact with you shortly.

I would be remiss if I did not mention that I appreciate your taking the time to write me a letter and also for taking the time through the years to become involved in the process by attending the water meetings held in your area. Again, thank you for your letter and please do not hesitate to contact me in the future.

Sincerely,

Kristin K. Mayes
Commissioner

cc: Docket Control