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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Joan Ruf

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2003 SEP 18 A 8:13

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2003 - 28936

Date: 9/17/2003

Complaint Description: 08D Rate Case Items - Hearing/PC Meeting

First:

Last:

Complaint By: Jeff & Barb

Sappington

Account Name: Jeff & Barb Sappington

Home (928) 476-2444

Street: xx

Work: (000) 000-0000

City: Pine

CBR:

State: AZ Zip: 85544

is:

Utility Company: Pine Water Co., Inc.

Division: Cool Pines

Contact Name: Mistie Jared

Contact Phone: (661) 633-7546

Nature of Complaint: W-03512A-03-0279

Hi Joan,

I called Brad Morton in your offices and he put me through to your voicemail, but I also wanted to contact you via e-mail. So, you will find my charming voice on your machine. I hope the duplication is not a problem.

I live in Pine and am interested in the Public Comment Hearing. I believe the hearing should take place in Pine. It seems common sense to me. I'm sure there would be more comments yielding a better overall view of the circumstances. The commission needs to see the faces of the people they may be impacting.

I would like to see the hearing as informalized as possible. I understand that to be efficient a certain decorum must be maintained, but please be sensitive to the fact that many residents will not speak if they think they need a law degree to express their thoughts. After all, the people of Pine are the "public" in public hearing. Most residents are not public speakers and are reticent doing so, but their concerns should be heard.

I also have questions regarding a consumer advocate locally. I've wondered: Who checks the condition of pumps? Are all available pumps operational? What is the overall system integrity (leaking pipes, etc.)? During augmentation, who accounts for fully loaded trucks? It would be none of my business except: 1) The recent bills received for water augmentation. 2) Brookes Utilities recent application for a rate increase. 3) Last year's water outages. I believe in June there was a major pipe break/leak. An incredible amount of water was lost. This occurred during a water augmentation episode. So, this deficit was made up by additional water hauling paid for by...you guessed who. The break was not the fault of the consumers, yet we pay for it. Pine residents might be more comfortable if there was a consumer advocacy group. Is there a way to go about this?

Thank you for hearing me out. I look forward to your comments.

-Jeff Sappington
Pine, Arizona
(928) 476-2444

Arizona Corporation Commission

DOCKETED

SEP 18 2003

DOCKETED BY	<i>cm</i>
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Utilities' Response:

N/A

Investigator's Comments and Disposition:

Good afternoon. Thank you for taking the time to write and voice your concerns regarding the pending rate application. Your e-mail will be placed in the official docket file W-03512A-03-0279 and will become part of the rate case.

In response to your questions regarding plant, water outages, loss of water, etc., the utilities engineer conducts a technical review of the Company and assures compliance with acceptable service standards. The engineer makes an on-site investigation and reports significant plant additions made since completion of the last study. An inventory of plant facilities is conducted to assure the facilities ability to provide adequate service.

I sincerely hope that the commission will accommodate the numerous r requests from customers to have a meeting in Pine, Arizona.

Date Completed: 9/17/2003

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