

ORIGINAL

W-03512 A-03-0279

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Arizona Corporation Commission

DOCKETED

SEP 02 2003

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2003 SEP -5 A 8:41

AZ CORPORATION COMMISSION
DIRECTOR OF UTILITIES

Robert/Doris McKeever
P.O. Box 2285
Pine, AZ 85544-2285

AZ CORP COMMISSION
DOCUMENT CONTROL

DOCKETED BY	Dennis A.C.C.
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the WATER bills we receive IN PINE, AZ.
ARE PART OF A ROBBERY, but NO WEAPON IS
SEEN.

"WATER AUGMENTATION" ?? \$52.⁰⁰ ON MY PRESENT
BILL?

I looked up the word "AUGMENTATION" IN
WEBSTER'S - HAVE YOU PEOPLE?

PLUS A.C.C. blessed this H. CASTLE RIP OFF!!!
TALK ABOUT A LEGAL GRAVY TRAIN, Jesse JAMES
WOULD OF JUMPED AT THIS ROBBERY.

the Dec. 15 2003 A.C.C. Meeting should be HELD
IN PINE, AZ - NOT PHOENIX !!

the A.C.C. HAS vehicles FURNISHED & ALSO GAS,
ALL PAID FOR BY TAXPAYERS.

there IS A STORM brewing IN PINE, ARIZ.
& IT WILL NOT GO AWAY ANY TIME SOON.

I have contacted NEW TIMES to see IF they
will do A STORY ON the PINE, AZ. "WATER AUGMENTATION"

B.F. McKeever

Packet No W- 03512A-03-0279

ORIGINAL

Gerald Marshall
P O Box 969
Pine, AZ 85544
928-476-5167

RECEIVED

SEP 02 2003

AZ CORPORATION COMMISSION
DIRECTOR OF UTILITIES

August 26, 2003

Arizona Corporation Commission
1200 W Washington
Phoenix, AZ 85007

Dear Commissioners:

Enclosed is a copy of a bill I received from Pine Water Company dated August 8 2003. I thought you should be concerned since your ruling is responsible for my consequences. This example of price gouging is of particular interest since we have just experienced a similar incident in gasoline charges. The newspaper expressed concern when the prices were increased 20-30% over the usual rate. My problem, legalized by you, is in the 300% range. I am told that if I want to keep my water service in Pine I must pay Pine Water Co. \$564.96 for the months of July and August even though my usual amount is less than \$50.00 for this small business in Pine.

This happened because in July the water company says I had a large water usage even though I nor a plumber could find a substantial leak. I paid \$231.31 for that usage. Now I received a new bill in August for \$333.65 for the same meter even though the usage was about what I average on a monthly basis. The August charge includes a "water augmentation surcharge for July to the amount of \$254.63. Altogether the charges for July and August alone are what I should be paying for the entire year. This windfall for the Pine Water Company was legalized by you. I have no choice but to pay or lose my water service.

I submit to you that small businesses like mine and others cannot afford to stay in business when our largest monthly expense is our water bill. Your protection of the Pine Water Company is the down fall of many small businesses trying to survive in this devastated community.

I thought you should be aware of what impact your decisions are having in Pine, Arizona.

Sincerely,


Gerald Marshall

Copies: Governor Janet Napolitano
Arizona Republic Newspaper

PINE WATER CO INC PO BOX 9005

Customer: GERALD MARSHALL

Service at: FLTR PL L3

RATE SCHEDULE 14A PINE WATER - E&R SYSTEM

Bill Date: 8/18/03

Account #: 9014391-8

24-Hour Phone (800) 270-6084

Previous Statement



PREVIOUS BILLING - 7/14/03 231.31
 PAYMENT RECEIVED - 7/23/03 THANK YOU 231.31-
 PREVIOUS BALANCE .00

Current Statement



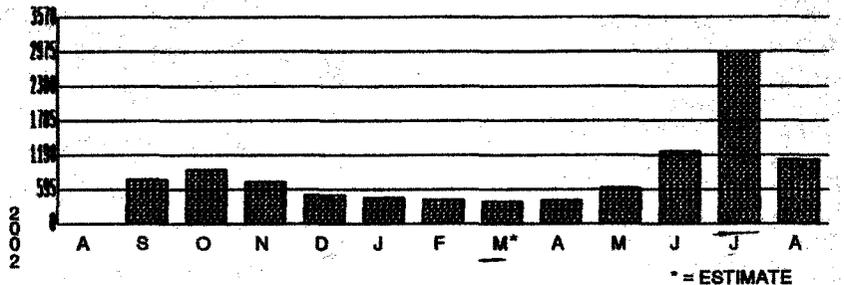
SERVICE PERIOD - 7/10 to 8/13 -34 days
 NEXT SCHEDULED READ DATE - 9/12/03
 WATER USAGE (4,000 GAL @ .00340) 13.60
 (7,060 GAL @ .00595) 42.01
 MINIMUM CHARGE (5/8" X 3/4" M) 18.45
 WATER AUGMENTATION SCHG 254.63
 OTHER CHARGES (SEE DETAIL BELOW) 4.96

CURRENT BALANCE DUE BY 9/02/03 333.65

TOTAL AMOUNT DUE 333.65

METER NUMBER	READINGS PREVIOUS	READINGS CURRENT	CURRENT USAGE GAL Avg/Day	USAGE LAST YEAR GAL Avg/Day
54265970	1245390	1256450	11,060 325	7,770 250

Usage History



Other Charges



From: Mistie Jared <mistiej@brookeutilities.com>
To: 'Joan Ruf' <JAR@util.cc.state.az.us>
Date: 9/3/2003 1:42:53 PM
Subject: RE: CUSTOMER ACCOUNT NUMBER 9014391-8 (GERALD MARSHALL)

Joan,

The August surcharge of approximately \$8.55/1,000 gallons represent the cost of water hauling in July therefore it is applied to the July, not August consumption. Mr. Marshall's consumption in July was 29,770 gallons.

The "current" consumption shown on his August bill (the referenced 11,060 gallons) will have the surcharge assessed against it in September using the cost of water hauling from August.

I believe Connie has some additional spreadsheets and calculations of the monthly surcharge or I could send them to you if she doesn't have them handy. Just let me know!

Thanks
MJ

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

From: Joan Ruf [mailto:JAR@util.cc.state.az.us]
Sent: Wednesday, September 03, 2003 7:59 AM
To: MistieJ@BrookeUtilities
Subject: CUSTOMER ACCOUNT NUMBER 9014391-8 (GERALD MARSHALL)

Customer sent his bill to ACC and a \$254.63 water augmentation surcharge appears. To arrive at this amount, you would take the last months surcharge of \$8.55 times the number of gallons (11,060) used. The amount would total less than \$100. How did the Company calculate the \$254.63?

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postmaster@ccsd.cc.state.az.us

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Joan Ruf

Phone: (602) 542-0847

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 28481

Date: 9/3/2003

Complaint Description: 09D Rates/Tariffs - Explanation of

Complaint By: **First:** Gerald **Last:** Marshall

Account Name: Gerald Marshall

Home: (928) 476-5167

Street: P O Box 969

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:

Correspondence (copy attached to file) received Septaember 2, 2003 with copy of customer's bill. Customer questions the augmentation surcharged billed to his account in the amount of \$254.63?

Utilities' Response:

On 9/3/03 a.m., e-mail sent to Brooke requesting explanation of how Company calculated the charge- Customer sent his bill to ACC and a \$254.63 water augmentation surcharge appears. To arrive at this amount, you would take the last months surcharge of \$8.55 times the number of gallons (11,060) used. The amount would total less than \$100. How did the Company calculate the \$254.63?

Response received form Misty: >>> Mistie Jared <mistiej@brookeutilities.com> 9/3/2003 1:51:51 PM >>>
Joan,

The August surcharge of approximately \$8.55/1,000 gallons represent the cost of water hauling in July therefore it is applied to the July, not August consumption. Mr. Marshall's consumption in July was 29,770 gallons.

The "current" consumption shown on his August bill (the referenced 11,060 gallons) will have the surcharge assessed against it in September using the cost of water hauling from August.

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

On 9/4/03 a.m., Staff c/c home # and spoke with Gerald. Staff advised that the water augmentation surcharge reflected on his 8/18/03 billing statement in the amount of \$254.63 was based on the \$8.55/1000 gallons for the customer's consumption for the prior month which was 29,770 based on the Company's records. Gerald indicated that he understands that calculation, however, he is questioning the amount of the surcharge because he believes that this is exorbitant. Gerald is also requesting that the hearing and the public comment meeting for the pending rate case be held in Pine so that customers can voice their concerns on the opposition of the increase in rates.

Date Completed: 9/4/2003

Opinion **No.** 2003 - 28481

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Joan Ruf **Phone:** (602) 542-0847 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion **No. 2003 - 28458** **Date:** 9/2/2003

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

Complaint By: **First:** **Last:**
Guillermo **Acevedo**

Account Name: Guillermo Acevedo **Home** (928) 476-2846

Street: P O Box 482 **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:

Customer is requesting that the public comment meeting and hearing be reschedule to held in Pine, Arizona where a majority of the customer's reside. Also, customer objects to the augmentation surcharge.

Utilities' Response:

N/A

Investigator's Comments and Disposition:

Staff advised comments will be documented and placed in official docket file W-03512A-03-0279.

Date Completed: 9/2/2003

Opinion **No. 2003 - 28458**

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Joan Ruf

Phone: (602) 542-0847

Fax: (602) 542-2129

Priority: Respond Within Five Days

Inquiry No. 2003 - 28426

Date: 9/2/2003

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

First:

Last:

Complaint By: Dennis & Debbie Frost

Account Name: Dennis & Debbie Frost

Home (000) 000-0000

Street: P O Box 992

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:

Dear Sir

On Dec of this year the Commission is going to have a meeting In Phoenix to discus the Pine water company. Why can,t the Commission have the meetig up here In Pine? Thank You

Dennis & Debbie Frost
p.o.box 992
Pine AZ 85544

Do you Yahoo!?

Yahoo! SiteBuilder - Free, easy-to-use web site design software

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If you have any questions, please contact
postmaster@cc.az.gov

Utilities' Response:

N/A

Investigator's Comments and Disposition:

On 9/2/03 a .m. Staff sent e-mail to customer advising comments documented and placed in the official docket file W-03512A-03-0279.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/2/2003

Inquiry **No.** 2003 - 28426

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/2/2003

Opinion No. 2003 - 28447