

DOCKETED

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ARIZONA CORPORATION COMMISSION

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UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2004 - 40085 Date: 11/23/2004

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Bryan Richardson

Account Name: Bryan Richardson

Home: (928) 937-9397

Street: 5065 Forest View Rd.

Work: (000) 000-0000

City: Lakeside

CBR:

State: AZ Zip: 85929

is:

Utility Company: Pineview Land & Water Co., Inc.

Division: Water

W-01676A-04-0500

Contact Name: Ernest Sutter

Contact Phone: (928) 537-4858

Nature of Complaint:

Per correspondence received customer states the following:

I have received a letter of public notice that Pineview Water Company has filed an application with the Arizona Corporation Commission for a rate increase of 20.77%. As a customer of this public utility I regret that I am unable to attend the public hearing scheduled for February 24, 2005 due to prior commitments. However I would like to voice my concern over this rate increase.

I have lived in the White Mountains for 16 years and have been a customer of Arizona Water Company, Pinetop Water Cooperative and now Pineview Water Company for approximately 6 years. During our time with Pineview Water Company, my family has switched to drinking more expensive bottled water because the water coming out of our tap is unsuitable for drinking. It is loaded with sediment & residues. Just this morning my wife went to the tap to fill a pitcher of water to fill my son's humidifier. The water came out of the tap brown in color, loaded with dirt and sediment. This is not a rare occurrence. My estimate is that it happens at least monthly. Not only has this caused us to switch to bottled water for drinking but it creates the inconvenience of being unable to wash clothing, take showers, brush teeth and other ordinary daily activities. We have to reschedule these activities to times when the water is not dirty.

I called the Pineview Water offices today and spoke to a lady who told me that they are aware of the problem with the water. She told me that they flush their lines monthly & this stirs stuff up in the water. I told her how I was writing a letter of objection to their proposed rate increase to the Corporation Commission and was citing this problem as one of the reasons. She told me that the Corporation Commission was aware of this practice and that it wasn't a concern.

In addition to the inferior product quality, there is the issue of service. We are subjected to unannounced water outages every 4-6 months. These outages range from several hours to an entire day. Pineview seems to be constantly working on or repairing their system. I have personally watched Pineview water personnel working on pipes in front of my home at least three times that I can remember.

A 20.77% rate increase is substantial in light of their service and product. I would like to express my objection

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to such a substantial hike in prices. Thank you for you consideration.

Sincerely,
Bryan Richardson
5065 Forest View Rd.
Lakeside, AZ 85929
928-537-9397
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/23/04 I contacted Mr. Richardson and let him know that I had received his letter. I also informed him that I would file his letter in the permanent file for Pineview Water Company rate application. He appreciated this information. Closed Filed in Docket Number W-01676A-04-0500
End of Comments

Date Completed: 11/23/2004

Opinion No. 2004 - 40085

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NOV 05 2004

AZ Corporation Commission
Director of Utilities

November 2, 2004

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ 85007

Re: Pineview Water Company
Docket # W-01676A-04-0500

Greetings!

I have received a letter of public notice that Pineview Water Company has filed an application with the Arizona Corporation Commission for a rate increase of 20.77%. As a customer of this public utility I regret that I am unable to attend the public hearing scheduled for February 24, 2005 due to prior commitments. However I would like to voice my concern over this rate increase.

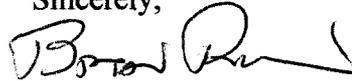
I have lived in the White Mountains for 16 years and have been a customer of Arizona Water Company, Pinetop Water Cooperative and now Pineview Water Company for approximately 6 years. During our time with Pineview Water Company, my family has switched to drinking more expensive bottled water because the water coming out of our tap is unsuitable for drinking. It is loaded with sediment & residues. Just this morning my wife went to the tap to fill a pitcher of water to fill my son's humidifier. The water came out of the tap brown in color, loaded with dirt and sediment. This is not a rare occurrence. My estimate is that it happens at least monthly. Not only has this caused us to switch to bottled water for drinking but it creates the inconvenience of being unable to wash clothing, take showers, brush teeth and other ordinary daily activities. We have to reschedule these activities to times when the water is not dirty.

I called the Pineview Water offices today and spoke to a lady who told me that they are aware of the problem with the water. She told me that they flush their lines monthly & this stirs stuff up in the water. I told her how I was writing a letter of objection to their proposed rate increase to the Corporation Commission and was citing this problem as one of the reasons. She told me that the Corporation Commission was aware of this practice and that it wasn't a concern.

In addition to the inferior product quality, there is the issue of service. We are subjected to unannounced water outages about every 4-6 months. These outages range from several hours to an entire day. Pineview seems to be constantly working on or repairing their system. I have personally watched Pineview water personnel working on pipes in front of my home at least three times that I can remember.

A 20.77% rate increase is substantial in light of their service and product. I would like to express my objection to such a substantial hike in prices. Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryan Richardson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Bryan Richardson
5065 Forest View Rd
Lakeside, AZ 85929
928-537-9397



5198 Cub Lake Road
Show Low, AZ 85901
928-537-4858
Fax 928-537-2180

**PUBLIC NOTICE OF HEARING ON THE APPLICATION OF
PINEVIEW WATER COMPANY FOR AN INCREASE IN ITS WATER RATES FOR
CUSTOMERS WITHIN NAVAJO COUNTY, ARIZONA**

Docket No. W-01676A-04-0300

On July 9, 2004, Pineview Water Company ("Company") filed an application with the Arizona Corporation Commission for an increase in its rates. The Company has proposed an increase in rates for the average residential customer of 20.77 percent. Copies of the Company's application and proposed tariffs are available at its office at 5198 Cub Lake Road Show Low Arizona 85901, and at the Commission's offices in the Docket Control Center for public inspection during regular business hours. The Commission's Utilities Division Staff will file a recommendation to the Commission on the company's application on January 20, 2005, and copies of that filing will be available at the Commission's offices in the Docket Control Center for public inspection after that date.

The Commission will hold a public hearing on this matter beginning February 24, 2005, at 10:00 a.m. at the Commission's offices, 1200 West Washington Street, Phoenix, Arizona. Public comments will be taken on the first day of the hearing.

The law provides for an open public hearing at which, under appropriate circumstances, interested parties may intervene. Intervention shall be permitted to any person entitled by law to intervene and having a direct and substantial interest in the matter. Persons desiring to intervene must file a written motion to intervene with the Commission no later than November 30, 2004. The motion to intervene must be sent to the Company or its counsel and to all parties of record, and must contain the following:

1. The name, address and telephone number of the proposed intervenor and of any party upon whom service of documents is to be made if different from the intervenor.
2. A short statement of the proposed intervenor's interest in the proceeding (e.g., a customer of the Company, a shareholder of the Company, etc.).
3. A statement certifying that a copy of the motion to intervene has been mailed to the Company or its counsel and to all parties of record in the case.

The granting of intervention, among other things, entitles a party to present sworn evidence at the hearing and to cross-examine other witnesses. However, failure to intervene will not preclude any interested person or entity from appearing at the hearing and providing public comment on the application or from filing written comments in the record of the case. You will not receive any further notice of this proceeding unless you request it.

If you have any questions about this application, wish to file written comments on the application, or want further information on intervention, you may contact the Consumer Services Section of the Commission at 1200 West Washington Street, Phoenix, Arizona 85007; visit the Arizona Corporation Commission's webpage at <http://www.cc.state.az.us/utility/index.htm>, or call 1-800-222-7000.

The Commission does not discriminate on the basis of disability in admission to its public meetings. Persons with a disability may request a reasonable accommodation such as a sign language interpreter, as well as request this document in an alternative format, by contacting the ADA Coordinator, Yvonne McFarlin, at YMcFarlin@admin.cc.state.az.us, voice phone number 602/542-3937. Requests should be made as early as possible to allow time to arrange the accommodation.