

ORIGINAL

W



0000040511

W-03514A-05-0729

ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Complaint No. 2005 - 48339

Date: 11/17/2005

Complaint Description: 04A Service - Refusal

Complaint By: First: Irene Last: Medina

Account Name: Irene Medina Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

City: [REDACTED] CBR:

State: AZ [REDACTED] is:

Utility Company: Brooke Water, L.L.C.

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Date 11-16-05 Docket Control Utilities Division

To Whom It May Concern:

My name is Irene Medina. I purchased lot#9 Geronimo Estates, unit one, according to map 241 record of Gila County Az, Parcel [REDACTED] January 9 1995. Later I purchased Lot#10 Parcel [REDACTED] October 8, 1999. Later on both of these properties were combined.

I want to file a complaint against United Utilities systems and Brooks utilities. I have periodically been calling Brooks utilities requesting a water meter. I finally was told I could have one in May of year 2002. See attached bill, three days later they call me to tell me I couldn't have one. I have been wanting to build a cabin, I cannot get a permit until I get a water meter.

If the Corporation Commission is going to allowed to have a few water meter given to property owner. I strongly feel I should have one. I have been trying for 10 years.

If you have any question you can contact me a [REDACTED]

Sincerely
Irene Medina

[REDACTED]
"End of Complaint"

Utilities' Response:

11/17/05

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

From: Mistie Jared [mailto:mistiej@brookeutilities.com]

RECEIVED
2006 FEB -8 P 1:57
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sent: Thursday, November 17, 2005 10:29 AM
To: Al Amezcua
Subject: RE: ACC Complaints: Medina, Irene - Complaint No. 48339

Hi Al, Are you sending this an FYI since there is a meter moratorium in Geronimo Estates or is there a specific company response you need?

MJ

I'll check our records to see what we have and get back to you ASAP

12/02/05 Hi Al,

The only record of contact I shown is her June 2002 request for a meter and our subsequent call to her advising her of the moratorium. Thank you for explaining the meter moratorium. If you need any additional information please let me know Thanks MJ
End of Response

Investigator's Comments and Disposition:

11/17/05 E-mailed complaint to Mistie Jared.

Good Morning Mistie,

Mrs. Medina stated that she has made periodically calls to Brooke Utilities. Can you please provide information as to when was the last contact she had with Brooke Utilities. Also is she fully aware and understands the Meter Moratorium. Just as an FYI for her.

Thanks, Al

12/02/05 Brooke Utilities only shows one contact made from the consumer. She was also explained the meter moratorium and is fully aware. Close.

02/02/06 Ms. Medina called the Commission because she wanted to know how a Mr. Joe Brown got a water meter from the company. All he did was file a complaint and got his meter. She was also present at a HOA meeting were the customers were told that there was a possibility of getting 8 meters. She also mentioned that a surveyor was hired and he stated that there was water for up to eight new customers. She strongly feels that she should be one of the eight. She is well of aware of the pending case and the Hearing schedule for next week here at the commission. She will be present.

Staff checked with Mistie Jared and she advised staff that a Mr. Joe Brown did not get a meter from the water company. No water meters have been given out. Staff checked with Brad Morton staff member and he advised me that Mr. Joe Brown had filed for intervention. A copy of this complaint was given to Brad.
End of Comments

Date Completed: 12/5/2005

Complaint No. 2005 - 48339

Un-Substantiated

Notes: The only record of contact I shown is her June 2002 request for a meter and our subsequent call to her advising her of the moratorium.