

ORIGINAL



0000064052

**ARROYO WATER COMPANY, INC.**

28

**HC 6 BOX 1048 L  
PAYSON, ARIZONA 85541  
(928) 474-7812**

November 15, 2006

**Docket Control**  
**Arizona Corporation Commission**  
1200 W. Washington  
Phoenix, Arizona 85007-2996  
Phone: 602-542-0848

**Docket No. W-04286A-06-0399**

*Re: Arroyo Water Company, Inc. response to Customer Complaints for 2005/2006*

Enclosed you will find documentation in response to customer complaints. Each response has the complaint number and has been addressed per each item in the complaint. A customer account summary has been included. There are nine complaints for the years 2005 and 2006.

Please feel free to contact us for further information. All documentation is all file at the Arroyo Water Company office.

Sincerely,

Kacy Parker  
Kyle Parker

Arizona Corporation Commission  
**DOCKETED**

**NOV 22 2006**

DOCKETED BY	SUN
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AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 NOV 22 A 11: 24

RECEIVED

Cover Sheet  
 Arizona Corporation Commission  
 Docket Control Center

Company/Case Name ARROYO WATER CO., INC.  
 Doing Business As (d/b/a) \_\_\_\_\_  
 Docket Number (s) W-04286A-06-0399

Description of Document or Nature of Action  
 Please choose the item that best describes the nature of the case/filing.

**UTILITIES - NEW APPLICATION**

<input type="checkbox"/> New CC&N	<input type="checkbox"/> Main Extension
<input type="checkbox"/> Rates	<input type="checkbox"/> Contract/Agreements
<input type="checkbox"/> Interim Rates	<input type="checkbox"/> Formal Complaint
<input type="checkbox"/> Cancellation of CC&N	<input type="checkbox"/> Waiver/Rule Variance
<input type="checkbox"/> Deletion of CC&N	<input type="checkbox"/> Line Siting Committee Case
<input type="checkbox"/> Extension of CC&N	<input type="checkbox"/> Small Water Company - Surcharge
<input type="checkbox"/> Tariff (NEW)	<input type="checkbox"/> Sale of Assets & Transfer of Ownership
<input type="checkbox"/> Request for Arbitration	<input type="checkbox"/> Sale of Assets & Cancellation of CC&N
<input type="checkbox"/> Full or Partially Arbitrated	<input type="checkbox"/> Fuel Adjuster/PGA
<input type="checkbox"/> Interconnection Agreement	<input type="checkbox"/> Merger
<input type="checkbox"/> Voluntary Interconnection Agreement	<input type="checkbox"/> Financing
<input type="checkbox"/> Miscellaneous - Specify: _____	

**UTILITIES - REVISIONS/AMENDMENTS TO PENDING OR APPROVED MATTERS**

<input type="checkbox"/> Application:	<input type="checkbox"/> Tariff: (Promotional or Compliance)
	(Circle One)
Company _____	Decision No. _____
Docket Number _____	Docket No: _____

**SECURITIES or MISCELLANEOUS FILINGS**

<input type="checkbox"/> Affidavit (Publication, Public Notice)	<input type="checkbox"/> Request/Motion for Extension of Time
<input type="checkbox"/> Comments	<input type="checkbox"/> Request/Motion for a Hearing
<input type="checkbox"/> Exception	<input type="checkbox"/> Request/Motion for an Intervention
<input type="checkbox"/> Exhibit(s)	<input type="checkbox"/> Miscellaneous Request/Motion
<input type="checkbox"/> Notice of Appearance/Intent	<input type="checkbox"/> Request/Motion for a Re-hearing
<input type="checkbox"/> Notice of Errata	<input type="checkbox"/> Request/Motion to Continue Hearing
<input type="checkbox"/> Opposition	<input type="checkbox"/> Request/Motion to Strike
<input type="checkbox"/> Petition	<input checked="" type="checkbox"/> Response
	<input type="checkbox"/> Testimony
	<input type="checkbox"/> Waiver
	<input type="checkbox"/> Witness List
	<input type="checkbox"/> Intervention

OTHER: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

11-15-06  
 Date

KACY PARKER  
 Print the name of the person whose signature appears on the filing  
 (i.e. Contact Person, Respondent, Attorney, Applicant, etc.)

# ARROYO WATER COMPANY, INC.

HC 6 BOX 1048 L  
PAYSON, ARIZONA 85541  
(928) 474-7812

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November 15, 2006

**Docket Control**  
**Arizona Corporation Commission**  
1200 W. Washington  
Phoenix, Arizona 85007-2996  
Phone: 602-542-0848

**Docket No. W-04286A-06-0399**

*Re: Arroyo Water Company, Inc. response to Customer Complaints for 2005/2006*

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The following are responses to Customer Complaints and are addressed per complaint number.

**#1. Complaint No. 2005-48593 Dated: 12/1/05**  
**Mr. Donald Bennett**

1. Customers can contact the water company through the mail or by fax. We are installing a phone/answer system and we will have a secretary to address issues in a more timely manner.
2. We have provided through the mail, letters notifying and updating our customers on the status of the water company and the problems we have encountered.
3. Attached is the customer account summary which shows the \$68.23 is a balance and if the customer did pay by check, we need the cancelled check for verification.
4. Also the customer stated he only pays \$16.00 a month which is not possible when all Arroyo customer's base pay is \$17.06 a month which then is adjusted to their usage for that month. The account summary reflects the general monthly charge.
5. Payments are being posted as received.

\* Attachment: Customer Account Summary and copy of complaint

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**#2. Complaint No. 2005-48465 Dated: 11/23/05**  
**Ms. Loretta Putnam**

1. Customer stated she was not credited for her \$50.00 payment. The attached Customer Account Summary will reflect that payment and other payments as they are received.
  2. Meters are installed and accurate meter numbers are documented and on file. Our water company manager, John Otten stated that no one removed her water meter and re-installed it at another location.
  3. We will be sending out bills within the next week.
-

**#3. Complaint No. 2006-50847 Dated: 4/4/06**

**Ms. Loretta Putnam**

1. The customer stated they do not owe the water company. This is addressed on the Customer Account Summary. The last three months, meter reads were the same because they had not used over the 4,000 allotted. They were billed flat rate for those months at the base pay rate of \$17.06 per month.

2. The payments \$50.00 and \$61.50 as stated in complaint are reflected on the account summary.

3. The \$100 payment on 7/16/06 is reflected on the account summary. We have not received a check for \$100 dated 9/22/06.

3. Ms. Putnam stated she has Coliform in her water. Regular testing is still on-going and the results have been submitted to ADEQ.

---

**#4. Complaint No. 2005-47672 Dated 10/21/05**

**Richard Haddow**

**Service Id# 50**

1. The amount in question of \$69.03 is reflected on the Customer Account Summary which can be followed from his zero balance on 9/10/05.

2. In response to the letter to our customers on 10/5/05. Our billing has always been behind is true, that is how we received the accounts from Mr. Williamson. Also, we were hit by lightning and we had to replace all electrical equipment.

---

**#5 Complaint No. 2006-53160 Dated 6/21/06**

**Richard Haddow**

**Service ID #54H**

1. The balance of \$81.40 is a prior balance reflected on the Customer Account Summary. It reflects account activity from 9/10/06.

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**#6 Complaint No. 2005-48634 Dated 12/5/05**

**Roberta Pauley**

1. The water company is addressing the communication problem with a phone/answering machine and a secretary will be available to assist our customers.

2. Customers have not received bills for the last 2 months. We will be sending bills out within the next week.

3. Customers are billed monthly whether they are on-or-off premise. We are not liable for "act of nature". If a meter is shut off due to any condition, the flat base rate of \$17.06 is still billed. She still resides at that residence and has not moved away or told us to discontinue service.

4. The meters are being read and the referred to meter reads, will be investigated.

5. The leaking water tank has already been addressed

6. Required water tests are still being performed and submitted to ADEQ

7. Moratorium on water connections has been addressed in previous documents

8. The low water pressure is due to Mr. Williamson providing meters to out-side Punkin Center Village area before we acquired the company.

9. Meters are owned by the water company and the fee charged is for the usage of that meter.

10. The company has no record of such request for installing an anti-siphon valve.

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**#7. Customer Complaint No. 2006-46959 Dated: 2/2/06**

**Maria Rojas**

1. Customer has been billed, Customer Account Summary reflects activity
2. We will send a current account summary to the customer
3. Yes, customers are being served out side Punkin Center Village which happened prior to purchase of company from Mr. Williams.

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**#8 Customer Complaint No. 2006-52388 Dated: 2/26/06**

**Dave Stogsdill**

1. Arroyo Water Company is reluctant to provide any out side area service until the CC & N is finalized and system is upgraded.

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**#9. Customer Complaint No. 2006-55331 Dated: 9/18/06**

**George Azbill**

1. Customers will receive water bills within the next week.

\* Attachments: Customer Account Summary and copy of complaints

**End of Compaints**

Doc # W-04286A-06-0399 Village

Josy V.

#1

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid      **Phone:** (602) 542-0848      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2005 - 48593      **Date:** 12/1/2005

**Complaint Description:** 05F Quality of Service - Can't Reach Company  
N/A Not Applicable

**Complaint By:** **First:** Don      **Last:** Bennett

**Account Name:** Don Bennett      **Home:** (602) 992-9403

**Street:** 15225 N. 21st Place      **Work:** (000) 000-0000

**City:** Phoenix      **CBR:**

**State:** AZ      **Zip:** 85022      **is:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker      **Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customers cannot contact the water company. Customer states that his regular monthly bill is \$16.00 a month. He states that in August he received a bill for \$68.23 which he paid. He states that the check was cashed but that the company is not posting the payment to his account. It still appears on his bills. He states that he has tried and tried contacting company and no one can be found or contacted by telephone.

Why aren't these payments being posted? Why isn't there an active telephone number so that customers can contact the company? Why was this person overbilled in August?

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/1/05 e-mailed to Arroyo Water Company

12/20/05 I received a call from Mr. Bennett wanting to know the status of his complaint.

2/2/06 I notified customer that this is still under investigation. He states that when he tried calling the company he could not get a live person to speak to. He states that the company will not give him a history of his account.

6/15/06 Call received from Mr. Bennett stating that payments are not being posted to account. He is still unable to contact company. I explained to Mr. Bennett that an OSC has been issued and will be heard on June 27, 2006. I will call him with exact information when the OSC has been filed.

10/18/06 Per Connie thru Brad, This company will be issued an OSC. Refer to complaint no. 53841. closed  
\*End of Comments\*

**Date Completed:** 10/18/2006

*Booked  
Paint  
Subside*

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**

ACCT. NO : BENNETT D01  
BENNETT DON  
15225 N 21ST PLACE  
PHOENIX, AZ 85022-

**Location Information**

SERVICE ID : 42  
42  
TONTO BASIN, AZ 85553-

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
01/18/2006	Charge	01/10/2006	32150	40	68.24	17.06	85.30
02/01/2006	Charge	02/28/2006	32870	720	85.30	34.11	119.41
02/23/2006	Payment				119.41	-17.06	102.35
02/23/2006	Payment				102.35	-34.12	68.23
03/05/2006	Charge	03/29/2006	33020	150	68.23	17.06	85.29
04/10/2006	Charge	04/18/2006	33060	40	85.29	17.06	102.35
05/02/2006	Payment				102.35	-17.06	85.29
05/10/2006	Charge	05/10/2006	33120	60	85.29	17.06	102.35
06/10/2006	Charge	06/13/2006	33340	220	102.35	17.06	119.41
06/13/2006	Payment				119.41	-17.06	102.35
07/10/2006	Charge	07/10/2006	33340		102.35	17.06	119.41
07/25/2006	Payment				119.41	-17.06	102.35

*Docket # W-04286A-06-0399*

*Complaint # 2005-48593*

Docket # W-04286A-06-0397 Village

Jonny V.

#2

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid      **Phone:** (602) 542-0848      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2005 - 48465      **Date:** 11/23/2005

**Complaint Description:** 01B Billing - Disputed  
N/A Not Applicable

**Complaint By:** **First:** Loretta      **Last:** Putnam

**Account Name:** Loretta Putnam      **Home:** (928) 479-2950

**Street:** P. O. Box 1122      **Work:** (000) 000-0000

**City:** Tonto Basin      **CBR:**

**State:** AZ      **Zip:** 85553      **IS:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker      **Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customer states that she made a payment of \$50 for her water bill. The check was cashed but the \$50 has not been credited to her account. She also states that 3 years ago she paid to have a new meter installed. She paid \$325 the new meter was installed and then removed and installed at another person's lot.

Why aren't the payment being posted to the accounts? Why was her new meter removed and installed at someone else's property?

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/23/05 faxed to Arroyo Water Co. @ 928-474-7812

2/2/06 Informed customer that this is still pending and under investigation. Customer wanted to be notified when a hearing is scheduled for the CC&N.

9/11/06 - \*\*\*\*\*NOTES BY LUPE\*\*\*\*\* - Customer Call:

Loretta Putnam called inquiring of the status of Compliant # 48465. Loretta indicated she wrote a check to the company on 7/19/2006 in the amount of \$100.00 for payment of her services, which as of date has not been cashed. Loretta also indicated that she has not received a bill for the last two months.

I left a message for the company to inquire of the billing statement.

\*End of Comments\*

Check Statement

*Donny V.*

*Docket # Village  
W-04286A-06-0399*

#3

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** John La Porta

**Phone:** (602) 542-0819

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2006 - 50847

**Date:** 4/4/2006

**Complaint Description:** 01J Billing - Billing Unclear/confusing  
N/A Not Applicable

**Complaint By:** **First:** Loretta **Last:** Putnam

**Account Name:** Loretta Putnam

**Home:** (928) 479-2950

**Street:** PO Box 1122

**Work:** (000) 000-0000

**City:** Tonto Basin

**CBR:**

**State:** AZ **Zip:** 85553

**is:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker

**Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customer states they just got their current bill from Arroyo Water Company. It reflects that they don't owe the company anything and they used zero gallons last month. In addition to that they have paid \$51 and \$61 a month the two previous months and that is not reflected on the bill.

Commission asks why customer is not being charged for water this month, and what about their previous payments, shouldn't this also be reflected on the current bill. Please look into this matter and advise both the customer and the Commission on your findings.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

04/04/06-Complaint was faxed to Kacy Parker on this day.

\*\*\*\*\*

\*\*\*\*\*

10/18/06

THROUGH COMMISSIONER WONG

Mrs calling Commissioner Wong at the suggestion of Don Bennett regarding billing problems with utility. Consumer not receiving proper water bills and two checks which she has sent company, both for \$100 dated 7/16/06 and 9/22/06 have yet to be cashed. She is also concerned because there is Coliform in her water.

Discussed issues for both parties with Connie Walczak who has been in touch with Mr Bennett. She referred me to Kim Battista/ Brian Bozzo because they have been able to contact company in the past while he does not answer the telephone for anyone else.

*Print copy of  
Attachment*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Discussed issues with Kim Battista and she advised OSC was pulled by Chairman Hatch-Miller but that Compliance will be going out with ADEQ, just waiting for date to be set. Update provided to Vi in Commissioner Wong's office. Kim claims Deb Reagan has been working with her so I will advise Deb. (notes by Brad Morton)  
\*End of Comments\*

**Date Completed:**

**Complaint No. 2006 - 50847**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**  
ACCT. NO : PUTNAM R01  
PUTNAM RICHARD  
PO BOX 1122  
TONTON BASIN, AZ 85553-

**Location Information**  
SERVICE ID : 09

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
11/15/2005	Charge	11/01/2005	1397020	1420	109.76	17.40	127.16
12/01/2005	Charge	12/01/2005	1398790	1770	127.16	17.67	144.83
12/19/2005	Misc				144.83	0.00	144.83
12/19/2005	Misc				144.83	9.26	154.09
12/22/2005	Payment				154.09	-50.00	104.09
01/18/2006	Charge	01/10/2006	1399350	560	104.09	17.06	121.15
02/01/2006	Charge	02/01/2006	1399350		121.15	17.06	138.21
03/05/2006	Charge	03/05/2006	1399350		138.21	17.06	155.27
03/14/2006	Payment				155.27	-61.15	94.12
04/10/2006	Charge	04/14/2006	9300	9300	94.12	23.70	117.82
05/10/2006	Charge	05/10/2006	9440	140	117.82	17.06	134.88
06/10/2006	Charge	06/02/2006	10310	870	134.88	17.06	151.94
07/10/2006	Charge	07/10/2006	13690	3380	151.94	18.96	170.90
07/25/2006	Payment				170.90	-100.00	70.90

DOCKET # W-04286A-06-0399

Complaint # 2005-48465  
2006-50847

DOCKET # W-04286A-06-0399

ELWING trail & Village

Jony V.

#4

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Janie Woller

Phone: (602) 542-0821

Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2005 - 47672

Date: 10/21/2005

Complaint Description: 01B Billing - Disputed  
N/A Not Applicable

Complaint By: Richard Haddow

Account Name: Richard Haddow Home: (928) 479-2442

Street: P.O. Box 946 Work: (000) 000-0000

City: Tonto Basin CBR:

State: AZ Zip: 85553 Is:

Utility Company: Kacy Parker d/b/a Arroyo Water, Company

Division: Water

Contact Name: Kacy Parker Contact Phone: (928) 474-1766

Nature of Complaint:

Mr. Haddow sent a copy of the letter Arroyo Water Company sent him which reads as follows:  
"October 5, 2005  
To: Our valued water customers of Punkin Center  
Subject: Billing

As you know our billing has always been several months behind. Due to lightening hitting our building, our billing has gotten even further behind. Per numerous conversations with Reg Sanders of the Arizona Corporation Commission, this is the only legal way to catch it all up.  
Your monthly meter reads were applied to your account and processed as if it were the current charges are for the October 1st meter reads which would be for this September's water consumption.  
The due date for the previous balance is January 12th. However, the current charges for September are due as noted on your bill.  
Thank you for your cooperation as I know this will finally get our billing program caught up to date.  
Sincerely,  
Kacy, President"

Mr. Haddow wants to know how the previous balances amounts were calculated.  
What makes up the \$81.40 previous balance and the \$69.03 previous balance?  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

10/21/05 12:15 p.m. Faxed to (928) 474-7812.

12/6 - Left v/m message for Kacy Parker requesting a return call.  
\*End of Comments\*

End Statement

*Ewing trail*

*Jones 2.*

*Docket # W-04286A-06-0399*  
**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

*#5*

**Investigator:** Deb Reagan

**Phone:** (602) 364-0236

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2006 - 53160

**Date:** 6/21/2006

**Complaint Description:** 05E Quality of Service - Outage/Interruptions  
N/A Not Applicable

**Complaint By:** **Richard Haddow**  
**Account Name:** Richard Haddow #54H  
**Street:** 124 E. Haddow Ln.  
**City:** Tonto Basin  
**State:** AZ **Zip:** 85553

**Last:** **Haddow**  
**Home:** (928) 479-2442  
**Work:**  
**CBR:**  
**is:**

**Utility Company:** **Kacy Parker d/b/a Arroyo Water, Company**

**Division:** Water

**Contact Name:** Kacy Parker

**Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customer says he has had no pressure or low pressure for the past week.

Why is this customer experiencing no/low pressure? What are the company's plans to maintain minimum 20 psi to its customers in compliance with Rule 14-2-407.E? Is the company experiencing supply problems in its water system? Is the company planning to file a Curtailment Plan Tariff with the Commission?

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Faxed to 928-474-7812.

9/20 - No response received from company. Customer called again to advise that he had not received a bill in 4 months.

\*End of Comments\*

**Date Completed:**

**Complaint No.** 2006 - 53160

**Substantiated/Un-Substantiated not yet determined**

**Notes:**

*When receipt of CCTA  
Project will be up from  
OUT OF OP9 SERVICE AREA*

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**

ACCT. NO : HADDOW R01  
HADDOW RICHARD  
PO BOX 946  
TONTO BASIN, AZ 85553-

**Location Information**

SERVICE ID : 50

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
09/10/2005	Charge	06/01/2005	447640	1490	0.00	17.45	17.45
09/20/2005	Charge	07/01/2005	449040	1400	17.45	17.38	34.83
10/04/2005	Charge	08/01/2005	450150	1110	34.83	17.14	51.97
10/04/2005	Charge	09/01/2005	450260	110	51.97	17.06	69.03
10/07/2005	Charge	10/01/2005	450430	170	69.03	17.06	86.09
11/02/2005	Payment				86.09	-86.09	0.00
11/15/2005	Charge	11/01/2005	450610	180	0.00	17.06	17.06
12/01/2005	Charge	12/01/2005	450810	200	17.06	17.06	34.12
12/09/2005	Payment				34.12	-17.06	17.06
12/28/2005	Payment				17.06	-17.06	0.00
01/18/2006	Charge	01/10/2006	450920	110	0.00	17.06	17.06
02/01/2006	Charge	02/28/2006	451190	270	17.06	34.11	51.17
02/23/2006	Payment				51.17	-17.06	34.11
03/05/2006	Charge	03/29/2006	461400	10210	34.11	24.42	58.53
04/05/2006	Payment				58.53	-34.11	24.42
04/10/2006	Charge	04/14/2006	461580	180	24.42	17.06	41.48
05/10/2006	Charge	05/10/2006	461740	160	41.48	17.06	58.54
05/10/2006	Payment				58.54	-17.06	41.48
06/10/2006	Charge	06/13/2006	461940	200	41.48	17.06	58.54
07/10/2006	Charge	07/10/2006	462010	70	58.54	17.06	75.60
07/25/2006	Payment				75.60	-17.06	58.54
07/25/2006	Payment				58.54	-17.06	41.48

*DOCKET # W-04286A-06-0399*

*Complaint # 2005-47672*

*2006-53160*

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**

ACCT. NO : HADDOW R01  
HADDOW RICHARD  
PO BOX 946  
TONTON BASIN, AZ 85553-

**Location Information**

SERVICE ID : 54 H

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
07/12/2005	Payment				20.69	-20.69	0.00
07/16/2005	Charge	05/15/2005	162680	3840	0.00	53.44	53.44
08/24/2005	Payment				53.44	-53.44	0.00
09/10/2005	Charge	06/01/2005	167230	4550	0.00	19.89	19.89
09/20/2005	Charge	07/01/2005	172470	5240	19.89	20.45	40.34
10/04/2005	Charge	08/01/2005	179990	7520	40.34	22.27	62.61
10/04/2005	Charge	09/01/2005	183160	3170	62.61	18.79	81.40
10/07/2005	Charge	10/01/2005	186490	3330	81.40	18.92	100.32
11/02/2005	Payment				100.32	-100.32	0.00
11/15/2005	Charge	11/01/2005	189300	2810	0.00	18.51	18.51
12/01/2005	Charge	12/01/2005	191850	2550	18.51	18.29	36.80
12/09/2005	Payment				36.80	-18.51	18.29
12/28/2005	Payment				18.29	-18.29	0.00
01/18/2006	Charge	01/10/2006	194420	2570	0.00	18.31	18.31
02/01/2006	Charge	02/28/2006	197630	3210	18.31	35.88	54.19
02/23/2006	Payment				54.19	-18.31	35.88
03/05/2006	Charge	03/29/2006	200030	2400	35.88	18.18	54.06
04/05/2006	Payment				54.06	-35.88	18.18
04/10/2006	Charge	04/14/2006	203060	3030	18.18	18.68	36.86
05/10/2006	Charge	05/10/2006	206200	3140	36.86	18.77	55.63
05/10/2006	Payment				55.63	-18.68	36.95
06/10/2006	Charge	06/02/2006	209910	3710	36.95	19.22	56.17
07/10/2006	Charge	07/10/2006	214010	4100	56.17	19.54	75.71
07/25/2006	Payment				75.71	-18.77	56.94
07/25/2006	Payment				56.94	-19.22	37.72

#  
DOCKET W-04286A-06-0399  
#  
Complaint 2005-47672

DOCKET # W-04286A-06-0399

Village / For Sale

Jimmy U.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

46

Investigator: Carmen Madrid Phone: (602) 542-0848 Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2005 - 48634 Date: 12/5/2005

Complaint Description: 05F Quality of Service - Can't Reach Company
N/A Not Applicable

Complaint By: Roberta Pauley

Account Name: Roberta Pauley Home: (928) 479-3067

Street: 221 E. Pumpkin Center Rd., Lot #14 Work: (000) 000-0000

City: Tonto Basin CBR:

State: AZ Zip: 85553 is:

Utility Company: Kacy Parker d/b/a Arroyo Water, Company

Division: Water

Contact Name: Kacy Parker Contact Phone: (928) 474-1766

Nature of Complaint:

Customer states that they can't reach the company. The telephone number given is for a fax machine and that there is no physical address for company. Customer states she had not received a bill for several months. Her water was cut off at the meter from January 3, 2005 to April 10, 2005 and the customers left because of flooding in the area. Yet they were still bill as if water had been turned on. She has now received a bill for \$347.44 which is due on December 15, 2005 or she will be disconnected. In June she was billed for 25,530 gallons, in July bill was for 13,670 gallons and in August bill was for 26,180 gallons. The meters are not being read. The company has a leaking water tank that needs to be repaired. The company is not testing the water quality with ADEQ. Also this company is suppose to have a moratorium on water connections in effect. Yet the company has connected 20 people to the system and is leaving the customers without any water pressure.

Why aren't the meters being read? Why haven't you been billing on a monthly basis? Why are you not getting the water tested by ADEQ? If you have a moratorium in effect why are still connecting homes to the system? Why don't you have an active telephone number for customers to contact you? Don't you have a physical location for the company?
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/5/05 e-mailed to Arroyo Water Company

2/2/06 I contacted customer and notified her that this was still under investigation. Customer has been sending \$50 a month and doesn't know why bills aren't being received. Customer states that about 5 years ago the company was ordered not to add more connections and company is still doing it. Customer states that meters are bought by the customer and then the meter belongs to the customer. Customer states that company wanted her to install and anti-syphon valve on each faucet.

Print a Copy

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**

ACCT. NO : PAULEY D01  
PAULEY DAVID  
PO BOX 1083  
TONTON BASIN, AZ 85553-

**Location Information**

SERVICE ID : 14

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
12/30/2004	Charge	11/01/2004	3632500	9560	68.52	23.90	92.42
01/18/2005	Payment				92.42	-68.52	23.90
02/07/2005	Charge	12/01/2004	3635910	3410	23.90	18.99	42.89
03/01/2005	Charge	01/01/2005	3640370	4460	42.89	19.83	62.72
03/25/2005	Charge	02/02/2005	3645230	4860	62.72	20.15	82.87
06/17/2005	Charge	03/01/2005	3645350	120	82.87	17.06	99.93
07/16/2005	Charge	05/15/2005	3661020	15670	99.93	62.89	162.82
09/10/2005	Charge	06/01/2005	3686550	25530	162.82	36.67	199.49
09/20/2005	Charge	07/01/2005	3700220	13670	199.49	27.18	226.67
10/04/2005	Charge	08/01/2005	3726400	26180	226.67	37.19	263.86
10/04/2005	Charge	09/01/2005	3739290	12890	263.86	26.56	290.42
10/07/2005	Charge	10/01/2005	3762670	23380	290.42	34.95	325.37
11/15/2005	Charge	11/01/2005	3769940	7270	325.37	22.07	347.44
12/01/2005	Charge	12/01/2005	3777940	8000	347.44	22.65	370.09
12/08/2005	Payment				370.09	-50.00	320.09
01/05/2006	Payment				320.09	-50.00	270.09
01/18/2006	Charge	01/10/2006	3783210	5270	270.09	20.47	290.56
02/01/2006	Charge	02/28/2006	3791910	8700	290.56	40.27	330.83
03/05/2006	Charge	03/29/2006	3795520	3610	330.83	19.15	349.98
03/06/2006	Payment				349.98	-100.00	249.98
04/10/2006	Charge	04/14/2006	3800400	4880	249.98	20.16	270.14
05/10/2006	Charge	05/10/2006	3814940	14540	270.14	27.89	298.03
06/10/2006	Charge	06/02/2006	3838970	24030	298.03	35.47	333.50
07/10/2006	Charge	07/10/2006	3860900	21930	333.50	33.79	367.29

*Docket # W-04286 A-06-0399*  
*Complaint # 2005-48634*

*Village*

*Jay D.*

*Docket #W-04286A-06-0399*

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

*# 7*

**Investigator:** Carmen Madrid      **Phone:** (602) 542-0848      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No. 2006 - 49659**      **Date:** 2/2/2006

**Complaint Description:** 05F Quality of Service - Can't Reach Company  
N/A Not Applicable

<b>Complaint By:</b>	<b>First:</b> Maria	<b>Last:</b> Rojas
<b>Account Name:</b>	Maria Rojas	<b>Home:</b> (602) 717-2130
<b>Street:</b>	P. O. Box 743	<b>Work:</b> (000) 000-0000
<b>City:</b>	Tonto Basin	<b>CBR:</b>
<b>State:</b>	AZ      Zip: 85553	<b>is:</b>

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company  
**Division:** Water  
**Contact Name:** Kacy Parker      **Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customer states that she has tried contacting Kacy Parker @ Arroyo Water Company and they can't do it. She wanted to request a copy of her account history. She does not receive any bills and she has continued to send in payments that she feels would be about right. She does feel that she has over paid on this account. She states that the property in this area is selling in leaps and bounds. She states that the water company is connecting water to properties outside of the Pumpkin Center Village. She wanted to know if she should continue to keep paying the same amount.

Why can't she contact the company? Are customers in the area receiving monthly bills? Are you serving customers outside of your certificated area? Do you have enough water in the system to serve additional properties?  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/2/06 I explained that she should continue to pay but to keep a record of how much she paid. I gave her the rates that should be charged according to the Tonto Basin Water Company tariff. I explained that the CC&N has not actually been transferred to Kacy Parker yet and that it is still pending. (complaint faxed to Arroyo Water Co.)  
\*End of Comments\*

**Date Completed:**

**Complaint No. 2006 - 49659**

*Print Acc History*

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**

ACCT. NO : ROJAS M01  
ROJAS MARIA  
PO BOX 743  
TONTON BASIN, AZ 85553-

**Location Information**

SERVICE ID : 12 N

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
11/14/2005	Payment				109.06	-109.06	0.00
11/15/2005	Charge	11/01/2005	564150	5170	0.00	20.39	20.39
12/01/2005	Charge	12/01/2005	568710	4560	20.39	19.90	40.29
12/14/2005	Payment				40.29	-20.39	19.90
01/18/2006	Charge	01/10/2006	573440	4730	19.90	20.04	39.94
02/01/2006	Charge	02/28/2006	578670	5230	39.94	37.49	77.43
02/23/2006	Payment				77.43	-39.94	37.49
03/05/2006	Charge	03/29/2006	583130	4460	37.49	19.83	57.32
04/10/2006	Charge	04/14/2006	587880	4750	57.32	20.05	77.37
05/10/2006	Charge	05/10/2006	593260	5380	77.37	20.56	97.93
06/10/2006	Charge	06/02/2006	598490	5230	97.93	20.44	118.37
07/10/2006	Charge	07/10/2006	604470	5980	118.37	21.04	139.41
07/25/2006	Payment				139.41	-21.02	118.39

*Docket # W-04286A-06-0399*  
*Complaint # 2006-49659*

Docket # W-04286A-06-0389 *Ewing trail*

*Jonny O.*

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

# 8

**Investigator:** John La Porta

**Phone:** (602) 542-0819

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2006 - 52388

**Date:** 5/26/2006

**Complaint Description:** 03A New Service - Installation Delays  
N/A Not Applicable

**Complaint By:** First: Dave Last: Stogsdill

**Account Name:** Dave Stogsdill

**Home:** (520) 221-0306

**Street:** 368 N Evani Ave

**Work:** (000) 000-0000

**City:** Benson

**CBR:**

**State:** AZ **Zip:** 85602

**is:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker

**Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customer called stating that Arroyo Water refuses to supply him water service.

Commission asks why Arroyo will not provide this customer with water service. Please provide both customer and the Commission on a response.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**Date Completed:**

**Complaint No.** 2006 - 52388

**Substantiated/Un-Substantiated not yet determined**

**Notes:**

*OUT of H&S  
John*

Village

*Jimmy V.*

*Docket # W-04286A-06-0399*

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

# 9

**Investigator:** John La Porta

**Phone:** (602) 542-0819

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2006 - 55331

**Date:** 9/18/2006

**Complaint Description:** 01Z Billing - Other  
N/A Not Applicable

**Complaint By:** **George Azbill**

**Account Name:** George Azbill

**Home:** (928) 479-2542

**Street:** PO Box 653

**Work:** (000) 000-0000

**City:** Tonto Basin

**CBR:**

**State:** AZ **Zip:** 85553

**is:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker

**Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customer states that he has not received a water bill for almost three full months. Complaint was forwarded or faxed to the company.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

09/18/06-Advised customer that I would keep track of his call and advise him when I knew something.

\*End of Comments\*

**Date Completed:**

**Complaint No.** 2006 - 55331

**Substantiated/Un-Substantiated not yet determined**

**Notes:**

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**

ACCT. NO : AZBILL G01  
AZBILL GEORGE  
PO BOX 653  
TONTO BASIN, AZ 85553-

**Location Information**

SERVICE ID : 69  
69  
TONTO BASIN, AZ 85553-

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
01/20/2005	Payment				17.97	-17.97	0.00
02/07/2005	Charge	12/01/2004	1249150	1170	0.00	17.19	17.19
02/16/2005	Payment				17.19	-17.19	0.00
03/01/2005	Charge	01/01/2005	1250200	1050	0.00	17.10	17.10
03/09/2005	Payment				17.10	-17.10	0.00
03/25/2005	Charge	02/02/2005	1251140	940	0.00	17.06	17.06
04/07/2005	Payment				17.06	-17.06	0.00
06/17/2005	Charge	03/01/2005	1253330	2190	0.00	18.00	18.00
07/12/2005	Payment				18.00	-18.00	0.00
07/16/2005	Charge	05/01/2005	1256440	3110	0.00	35.80	35.80
08/24/2005	Payment				35.80	-35.80	0.00
09/10/2005	Charge	06/01/2005	1259920	3480	0.00	19.04	19.04
09/20/2005	Charge	07/01/2005	1267660	7740	19.04	22.45	41.49
10/04/2005	Charge	08/01/2005	1272950	5290	41.49	20.49	61.98
10/04/2005	Charge	09/01/2005	1274970	2020	61.98	17.88	79.86
10/07/2005	Charge	10/01/2005	1277330	2360	79.86	18.14	98.00
11/14/2005	Payment				98.00	-36.28	61.72
11/15/2005	Charge	11/01/2005	1282260	4930	61.72	20.20	81.92
11/30/2005	Payment				81.92	-49.60	32.32
12/01/2005	Charge	12/01/2005	1284240	1980	32.32	17.84	50.16
01/10/2006	Payment				50.16	-50.16	0.00
01/18/2006	Charge	01/10/2006	1285700	1460	0.00	17.43	17.43
02/01/2006	Charge	02/28/2006	1287170	1470	17.43	34.49	51.92
02/23/2006	Payment				51.92	-17.84	34.08
03/05/2006	Charge	03/29/2006	1288600	1430	34.08	17.40	51.48
04/10/2006	Charge	04/14/2006	1290280	1680	51.48	17.60	69.08
04/10/2006	Payment				69.08	-17.43	51.65
05/09/2006	Payment				51.65	-49.95	1.70
05/10/2006	Charge	05/10/2006	1291370	1090	1.70	17.13	18.83
06/10/2006	Charge	06/02/2006	1296380	5010	18.83	20.26	39.09
06/13/2006	Payment				39.09	-18.83	20.26
07/10/2006	Charge	07/10/2006	1301220	4840	20.26	20.13	40.39
07/25/2006	Payment				40.39	-20.26	20.13

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*Complaint # 2006-55231*