

ORIGINAL



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4706

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 61330 Date: 6/28/2007

Complaint Description: 19Z Other
N/A Not Applicable

Complaint By: First: Gloria Last: Rich

Account Name: [REDACTED]

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: N/A

State: N/A Zip: N/A

CBR:

is:

Arizona Corporation Commission
DOCKETED

AUG -1 2007

RECEIVED
2007 AUG -1 P 12:08
AZ CORP COMMISSION
DOCKET CONTROL

Utility Company: Pine Water Co., Inc.

Division: [REDACTED]

DOCKETED BY ne

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

THE FOLLOWING E-MAILS ORIGINATED FROM COMMISSIONER MAYES OFFICE AND PER SHEILA STOELLER, CUSTOMER'S LETTERS SHOULD BE DOCKETED AS THEIR OPINION. W-03512A-07-0301.

June 17, 2007

Dear Mrs. Kristin Mayes,

I am a very upset and concerned resident of Strawberry over this K2 well that Pine proposes to put in Strawberry and then expects it to be owned by Pine water co. This I believe is Ludicrous. And the board members said its the same water that is in Pine. I can't believe the big business men think they can pull the wool over our eyes , a whole town.

First, when someone believes there is water somewhere, and it's not on there property, why do they think, just because they offer to pay to put the well in, that they will own it. That's not how it works in real life.

Second, they say its their water because it runs underground through Pine. What a Jokel This is what Jim R. (board member)said at the meeting last Wed. There are two wells up near my home in Strawberry that are probably within 200ft of each other and they are two completely different water systems. They don't even know if there will be water found at R level but I'm sure they know they will get it at level C.

Thirdly, these business men explained that we are in the middle of a thirty year drought and we are having water trucked in presently and come to find out Hardcastle just made a deal with the developer up on the hill on the N side of Strawberry with 30+ lots for \$250,000 guaranteeing them water. I'm not sure if this is true but if it is, How can he do this? The money is supposedly to be spent for a new well. I think the public has a right to know about this, so at least we can sell before the water runs out. And I don't believe at this time there is enough water for all the houses that are to be built on the hill there N. side of Strawberry. There is a facet at the highest point of the hill and it is working. I turned it on and water came out. Will all of these homes need to take water out of the C aquifer? I believe we need a moratorium in Strawberry too. Right Now. At least until something is worked out.

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I believe that we need to keep the K2 site for Strawberry res. And I believe the other two wells in Strawberry should be used for Strawberry res. Especially if we are to expect 15 more years of drought.

I have heard from people in Strawberry and Pine that Ray Pugal would like to supply Pine and possibly Strawberry. with the water he has found. Why isn't Hardcastle dealing with this man in a fair way? I've heard that Pugal is a good man, Not a shark like Hardcastle. And there are supposedly 4 wells including Pugal's that will supply all of Pine and growth for 100 years. The K2 well is only suppose to for 7-15years and it may only produce 150 gals per minute. I really think after the meeting that the board is not supporting Strawberry. We need to keep our water rights to the K2 for the future. We need protection from the big business men who want to make \$ now and rape these quaint little towns. We want a future here. I wanted to retire here others who are retired don't know if they will be able to stay because of the water.

We need reserve for the years to come from the drought. In Carmel/Monterey CA the ACC stopped giving out water permits and it's a very nice place the building stopped. And they still have enough water. Now I've heard in Prescott the water from Chino is going to be gone. Because they are taking out more than is being recharged. Mr.Muluzzo said that they used to pump the water out at about 150 ft now it's down to 2300 or more. We don't want that to happen here. The board members say we need to work together while Strawberry is being robbed of the well site and Pine will be robbed in their pocket books.

Well, I think Hardcastle needs to be fired or else Hardcastle needs to be fair with Pugal and work things out. I've heard that Hardcastle is not a trust worthy person so I not sure he should be running the water co. Pugal's well is already in, guaranteed water not a crap shoot. + 100 year guaranteed water. Strawberry would be able to use all their wells and we would solve the problem for now. We might still need a moratorium in Strawberry I don't know. I know an attorney in Prescott for whom you may know bave Wilhemsem I've written him and asked him to look over the K2 contract and see what he thinks about all this. I don't know if he can help or not but maybe he can just give some input here, because we really feel like something peculiar is going on. I just think Hardcastle isn't thinking about the future of the people , the forest, the animals and the environment, and the money that will need to be spent. It's crazy. There is already a solution. Pugal.

Sincerely,
Gloria Rich

June 19, 2007

Dear Ms. Kristin Mayes,

I just wanted to let you know that I think many people from Strawberry were in Fear and ignorance about the K2 well. After attending some small meetings with. Residents, and speaking to Dave Wilhemsen (my attorney), I came to the conclusion that the residents have actually been happier with Brooke than any other water company in the past. My attorney said that Brooke, ACC and the board are all doing a good job. Also, he explained that if Pine and Strawberry are all in one district (I believe this is so). It is perfectly legal to drill wells in the ground for water anywhere they want to in Pine or Strawberry if necessary to meet the water needs for anyone in that district.

Also, I believe that the board went to a lot of trouble to put on the meeting last Wed, and it really was very well done. Like I said, I think people were in fear because they didn't know the laws. I've learned that nobody is trying to deceive anyone in Pine nor Strawberry. My attorney said, he knows the lawyers that wrote the contract and they are good men.

I'm for the K2 well. We need it and need it now! Maybe they could make some amends in the present contract. If Strawberry needs the water for emergency, they will be allocated some; and be appropriately charged. At the time this agreement was made, according to one of the board members, Strawberry wasn't expected to have water shortages for 10 years. Consequently, I do believe the board members care about Strawberry's well being

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as much as Pine's.

The other thought was, if we need water in Strawberry; and Pine uses all the water from K2, maybe we can use the other 2 wells at C level that are dedicated for Pine located in Strawberry.

When it has been needed, I'm very glad that you are there to protect the public, and that you have done a great job by putting restrictions and a moratoriums on the water. I feel that I understand what's going on a little better now.

Sincerely,
Gloria Rich
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

06/28/07-The following response was e-mailed to the customer.

Dear Ms. Rich:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. Your e-mails were forwarded from Commissioner Mayes's office to me for response.

Thank you for taking the time and e-mailing the Commission twice regarding your opinion on the K2 Well in Strawberry. Your opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. The Commission will also take your opinion into consideration before rendering a decision in this case.

Sincerely,
John La Porta
End of Comments

Date Completed: 6/28/2007

Opinion No. 2007 - 61330
