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**ORIGINAL**

**Sheila Stoener**

**From:** Rimside Grill & Cabins [rimsidegrill@rimsidegrill.com]  
**Sent:** Friday, August 10, 2007 3:35 PM  
**To:** Mayes-WebEmail  
**Cc:** Utilities Div - Mailbox  
**Subject:** Response to Mr. Hardcastle's testimony

8/10/07

Regarding the Public hearing (involving Pine Water Company) which started on Monday 8/6/07 at 10am

3:18pm – Mr. Hardcastle's testimony in rebuttal of my public comment.

Commissioner Mayes & Judge Nodes,

- Mr. Hardcastle stated that 'they' make personal phone calls in order to notify us of water outages.
  - This has only happened on 1 occasion in the last 3+ years (and it was over 1 year ago).
- Mr. Hardcastle stated that they were very generous with bottles of water to help us.
  - We were given 2-3 cases of small bottles of water (1 bottle was given to Commissioner Mayes on Monday) during our 1<sup>st</sup> 1 ½ years of service. We have been there over 3 years with repeated issues on a regular basis.
  - When we have no water - we cannot flush toilets, make coffee, make tea, serve soda from our machine, wash our hands, etc... we told Myndi Brogdon (Brooke representative) that this water would not help us to keep our business open. We cannot pour the mini bottles of water in the toilet tanks after each customer or each case of water would be gone in 2 flushes.
  - We would be happy to hear Mr. Hardcastle's reasoning as to how the few small bottles of water we were given over 1 year ago can help us when we are out of water for anywhere from 10 min-16 ½ hours monthly or every other month.

Thank you!  
Tamara Logsdon

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