

W-03512A-06-0407
W-03512A-07-0019
W-03512A-06-0613
W-03512A-07-0100

ORIGINAL



0000076294

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2007 63294

Date: 9/18/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

SEP 20 2007

Complaint By: First: Bernice E. Last: Winandy

Account Name: Bernice E. Winandy

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Pine

CBR: [REDACTED]

State: AZ Zip: 85544

is: [REDACTED]

Utility Company: Pine Water Co., Inc.

Division:

Contact Name: Mistie Jared

Contact Phone: (602) 633-7546

Nature of Complaint:

***** W-03512A-06-0407 *****

Customer sent the following e-mail to Utilities and all Commissioners on 9/19/07 -

Dear Chairman and Commissioners,

I am writing to you concerning the matter of Ray Pugel's application to have his property removed from the CC&N's of Pine Water Company.

I am aware that a very loud, vocal group is voicing many charges against Pine Water Company. Some of these charges may be quite valid, while others may be based on exaggerated rumor. For example, I have heard charges of many water outages. However, the complaints do not differentiate between an outage that is temporary due to making a necessary repair or an outage that is caused due to a lack of water. I believe that an outage that is the result of making a necessary repair, while annoying, is acceptable. The Pine Water Company is very old and suffered many years of neglect before being acquired by Brooke Utilities. Repairs are needed! Pine Water Company gives 24 hour notice of such outages. Sudden, unannounced long outages due to a lack of water are unacceptable. However, to my knowledge there has only been one such outage this year in Strawberry and none in Pine. I personally know of no other outages due to a lack of water since the two week outage in Pine that occurred some four years ago.

Some complain about the hauling charges. They are high and everyone would like them to go away. The K-2 Well might solve this problem. Inexplicably, many of the people loudly complaining about hauling charges are also against the K-2 Well project. There are many in the community that say that even though they are a heavy burden at least we have a dependable water supply. These people have had experience with previous owners of the Pine Water Company and have true experience with "lack of service."

Other people have complained about the difficulty of dealing with the owner of Pine Water Company. Perhaps he is difficult to deal with because he is following the rules and procedures established by the Arizona

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Corporation Commission while previous owners of the company may have been more flexible. I hope your staff will fully investigate these "difficulty" charges in order to determine their validity. Since Mr. Pugel has developed a well on his property, perhaps he wants to subdivide the land. Perhaps, since the well has been certified as a 100 year supply, everyone would benefit if the rules concerning extension of water lines was suspended in the case of Mr. Pugel's property.

I believe that the removal of Mr. Pugel's property from CC&N's of Pine Water Company is not in the best interest of the Pine community. Currently, Mr. Pugel's property is also in the tax base of Pine Strawberry Water Improvement District which was established to find a means of solving the area's water problem. If the property is removed from Pine Water Company's CC&N's, the next step that would probably be taken is removal from the Pine Strawberry Water Improvement District. This removal would diminish the District's tax base and make it even more difficult to solve the area's water problems.

I hope that you will not be distracted by the noise created by the emotional reaction of a vocal group and that you will come to a rational decision based on what is good for all of Pine.

Very truly yours,
Bernice E. Winandy

[REDACTED]
Pine, Arizona 85544

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mrs. Winandy -

Thank you for all your recent e-mails to the AZ Corporation Commission regarding Pine Water Co. They have been received and will be placed in the appropriate Docket. All five elected Commissioners will have a chance to review your comments before making a decision in these cases.

The Commissioners and staff appreciate you taking the time to express your opinions on matters currently before the Commission.

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 9/19/2007

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