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Docket W-3514A-07-0386

19

September 29, 2007

ORIGINAL

RECEIVED

Arizona Corporation Commission
Docket Control
1200 West Washington Street
Phoenix, AZ 85007

2007 OCT -4 P 12: 51

AZ CORP COMMISSION
DOCKET CONTROL

RE: Docket No. W-3514A-07-0386
Request to add documents attached to docket referenced above.

To Whom It May Concern:

Please add the attached documents to the docket referenced above these documents are copies of correspondence in which a recommendation by the commissions own representative have been made to resolve the issues at hand.

Confirmation is made that only one 15,000 gallon storage tank is operating to serve 88 units. This is not nearly enough storage for the amount of units as stated.

Steve Olea advised "we want to see a well and increased storage of 50,000 gallons in ground by beginning summer of 2008". This is the resolution the parties of this docket are asking for.

If Payson Water Company refuses to install adequate storage and/or well systems to provide for its customers of Elusive Acres and Geronimo Estates, then the citizens should be able to take back all its water rights and form its own water resource company to provide service and water to its customers.

I respectfully request that the commission hold the Payson Water Company accountable for its actions. If the Company cannot perform by the set deadline then the citizens should have a right to refuse the company to service it and provide their own means of water service accordingly.

Please add these documents to in your topics of discussion at the scheduled procedural hearing at the offices of the commission on October 16, 2007.

Also I request that my motion to intervene not be dismissed as I have substantial interests that are similar to the Prahin complaint example: adequacy of service, required notices to all customers, and discrimination in the level of service.

It appears that Payson Water Company would like to drive a wedge between the two parts of the community. By making comments to the Geronimo Estates customers that it is the people at the top of the hill (that would be me) that are causing the problems because they won't let us haul water through their property.

The ACC looks at the water system as one system, even though we all know it started out as two systems. The Elusive Acres system was developed sole and separately from the Geronimo system and was never designed to accommodate the Geronimo customers. However, Payson Water Company has discontinued use of the Geronimo well and hooked all customers up the the Elusive Well system.

Arizona Corporation Commission

DOCKETED

OCT 04 2007

DOCKETED BY 

page 1 of 5

I feel the Payson Water company has deliberately singled out the customers in Elusive Acres from adequate service, at the time of the incidents that have previously been documented in this docket other customers downhill had water, however Elusive Acres uphill had none, until such time as I got Channel 3 News involved and started asking Payson Water to be accountable for its actions did any water get pumped uphill to the Elusive Acres Subdivision.

Thank you in advance for your prompt attention to this matter.

Sincerely,

Rebecca M. Sigeti

Rebecca M. Sigeti
598 Elusive Acres Drive
HC 7 Box 451
Payson, AZ 85541

Cc: AZ Corporation Commission (13 copies)
Brooke Utilities Inc./Payson Water Company (1 copy)

Docket W-3514A-0386

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

7/3/07

Called complainant and confirmed complaint received and filed.

From: Marlin Scott Jr
Sent: Thursday, July 05, 2007 11:17 AM
To: Steven Olea
Cc: Del Smith; Connie Walczak
Subject: Payson Water Co. - Geronimo/Elusive Acres

Steve,
At 10:15 AM on this day, I talked to Bob Hardcastle about the Geronimo/Elusive Acres system. The current operation of the system is:

- a. Elusive Acres Well is producing 10 to 12 gpm.
b. Geronimo Well is off line due to no production.
c. The 15,000 gallon storage tank has sufficient amount of water in the tank.
d. Current customer count is at 88 connections.
e. Stage 4 in curtailment.
f. A 2,000 gallon potable tanker is on site for customer use.
g. In all, the system is operating sufficiently and has been for about one week.

According to Hardcastle, the reason this system is now operating sufficiently is because the 8 to 9 customers that were using excessive amount of water (one at 50,000 gallons) were personally given written nonfiction to reduce their usages or pay the curtailment fines. When notified, these customers reduced their usages within 1 to 2 days and the system has been recovering since then.

Currently, Hardcastle has been pursuing a fill-line (1,400 feet) to the storage tank from the Forest Service but crossing private properties have may not make this feasible.

We talked about the addition of another well (at least 5 gpm) and a 50,000 gallon storage tank. He stated the additions of wells/storage tanks are currently under review and consideration. He also stated that 8 of his other water systems are in the same situation and Brooke Utilities is doing its best. He further stated that since May 1st, his employees have been working around the clock to keep up with ALL of the systems/customers' demands.

Marlin Scott, Jr.
Utilities Engineer

From: Connie Walczak
Sent: Monday, July 09, 2007 11:40 AM
To: Bradley Morton
Subject: Jim Dunne

Brad,

I was referred a call from Jim Dunne that went to Steve. Per Jim, he said he spoke with you and was waiting to hear something about a meeting that was supposed to take place regarding Geronimo Estates. I don't see anything on the complaint and since 5 days have not passed it is not past due from BUI. I advised him someone would be calling him back, didn't see the date of the complaint until I hung up, but he was wanting

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

info regarding a meeting that was to take place. Was there a meeting or was this regarding the meeting we had with Steve last week, where Marlin was talking with Hardcastle?

Thanks,
Connie

*****Fr

om: Bradley Morton
Sent: Monday, July 09, 2007 12:04 PM
To: Connie Walczak
Subject: RE: Jim Dunne

Connie,

I only explained that we had numerous complainants regarding the same issues and we were working with BUI and that I would file his complaint and as usual it would take 5 business days. Marlin is one of the sources I would hope could get some solid answers for these people. I will call Mr. Dunne.

Brad

From: Bradley Morton
Sent: Wednesday, July 18, 2007 3:47 PM
To: Mistie Jared
Subject: #61457 Jim Dunne

Have not received response regarding this complaint dated 7/3/07

7/20/07

Called consumer because company response is late. I did check with Marlin Scott who has been directed by Steve Olea to work directly with Mr. Hardcastle and he advised there is nothing new other then wells are pumping and storage tanks are full with no outages. Called complainant and left voicemail at 9:30am.

7/23/07

Called complainant regarding another message he left for Steve Olea. Confirmed with him he received my voicemail and he claims he is just calling everyone he can think of, but gave no reason for not returning my calls.

I reviewed with him the two primary points of his initial complaint which are his request for increased storage and asking for a "swat team" to do a series of tests on the well and production. He also claims that Mr Hardcastle testified at the last hearing that there were two storage tanks, one 15,000 gallon tank in Elusive Acres and a 12,000 gallon tank in Geronimo and residents have never seen the second tank, where is it? Customer claims there is available land in Geronimo and engineers report about increased storage will include this location.

He also disputes the response from utility dated July 18, 2007 when utility claimed they were not aware of the Channel 3 news story and the media themselves advised residents that they called company and company refused to comment.. Complainant claims he just wants utility to stop lying.

I again explained to complainant that I am his contact person and asked him to stop making random calls.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

7/23/07

Confirmed with Marlin Scott that there is only one 15,000 gallon tank in Elusive Acres. According to utility the size of an increased tank would pose a problem land wise. Utility has advised Commission that they are busy and Steve Olea advised we want to see a well and increased storage of 50,000 gallons in ground by beginning of summer 2008.

8/2/07

Voicemail from complainant advising he has become an intervenor of the Prahin Formal (W-03514A-07-0386) and would like a copy of his informal complaint docketed. Called him and advised would be happy to mail him a copy of his informal complaint so he can docket it. Closed.
End of Comments

Date Completed: 8/2/2007

Complaint No. 2007 - 61457

Substantiated

Notes: definite water concerns.