



ORIGINAL ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 63636

Date: 10/3/2007

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

Complaint By: First: Curtis R Last: Walters

Account Name: Curtis R Walters

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Camp Verde

CBR:

State: AZ Zip: 86322

is:

Utility Company: Verde West Irrigation(Harold W. Bullard dba)

Division: Irrigation

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

Curtis R. Walters
[REDACTED]
Camp Verde, Arizona 86322

September 30, 2007

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona

Re Verde West Irrigation

Complaint #62408
Opinion #61795

Dear Commissioners:

I received a response to my complaint, and a response from Verde West Irrigation, roughly a month ago. I decided not to respond, but then reconsidered.

I too, was one of the original investors in Verde West Estates. My parents bought lot 50 and 51. I bought lot 52. I sold my house out-of-state and used the money to build the house on lot 50 in 1979-80 for my parents when my dad had heart problems and had to move to a lower elevation. It was my house they lived in all those years with the understanding it was theirs to do with as long as they were alive. Both are now deceased. I am totally familiar with the local situation as it existed then and as it now exists.

Arizona Corporation Commission
DOCKETED

OCT 04 2007

DOCKETED BY [Signature]

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2007 OCT -4 A 10:26
AZ CORP COMMISSION
DOCKET CONTROL

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I feel I need to correct some information given the Commission by Verde West Irrigation. We were told NOT to put a 2" pump on the irrigation line because it wouldn't be fair to our neighbors. We had such poor flow, my father put a pump on the irrigation line, but REDUCED it to a 3/4 inch line to pressurize a 5/8 inch hose that he wanted to use on a rainwave sprinkler to water the grass. There was so much stuff in the irrigation water that it continuously plugged up the holes in the sprinkler. It didn't work.

In the winter of 1980 the pump froze and cracked. It was never fixed, and never used again. . . but never removed because all the grandkids had their names scratched in the concrete pad the pump was sitting on. The pump sits in the same location today for your examination should you, or anyone else, so choose.

It is true that I intend to sell my Camp Verde property. I told Peggy Larsen that up front when I talked to her. I have no reason to misrepresent any information I give you as I have nothing to gain . . . or lose. However, due to the Arizona Corporation Commission's actions, it's now a given that either, A. I won't be getting an irrigation tap on lot #51, or B. It will be so cost prohibitive I can't afford it.

My parents came through the Great Depression. They simply tried to make do with whatever they had. I honestly believe Peggy is correct in that I don't believe my parents ever complained about the water problem to her (Peggy). I heard about it a lot, but they just made do by dragging plastic hoses to various locations in the yard. They didn't want to stir things up because as my mother once said, We have to live here. Picture my 75-year-old mother dragging a 2" plastic hose full of water all over the yard to irrigate. It took her all week to water the yard with the irrigation she had.

I am not my parents! If something is wrong, I say so! There is a problem and I'm not going to be quiet. Problems remain problems until someone stands up to say so.

Peggy comments about a Blue Stake. There was no reason to blue stake anything. If the electrical and telephone was laid to code, they have to be a minimum of 24" below ground. Installing the electrical and telephone in the initial stages of the subdivision was the responsibility of the Utilities and they had to be by code. After locating the top of the irrigation line, the only perpendicular ditch dug to the property was a maximum of only 12" deep. It doesn't take a genius to know that at 12 inches, the ditch I dug could not possibly interfere with either electrical or telephone lines. This blue stake issue is just a diversion.

Furthermore, Peggy's playing games with semantics. Read my letter, at no time did I ever state that I was at the END of the line. I'm at the BOTTOM of the line. There is a very slight incline in the 10 lots that come after me on the line. The downward gravity flow pushes the water up to the lots after me. The incline is only slight and the system works (to a degree).

Referring to the discrepancy that the upper pond was available year-round and the lower pond was being shut off during the winter. I was at the homeowners meeting Peggy is referring to, and all that was said at that meeting regarding the discrepancy was that it will be taken care of. Homeowners didn't vote at all on the issue... Peggy is correct in stating Verde West Irrigation has nothing to do with the by-laws voted on at that meeting. The President elected by a vote of the homeowners at that meeting was Walter Chapko, a homeowner and retired attorney from Phoenix. The Vice- President elected by the homeowners at the meeting was John Justus. Both resigned. Both live on Bronco Drive, and both are my immediate neighbors. I have no idea how Glen Wall and Bill Johnstone became President and Vice-President respectively, but it was not by a vote of the people, at least I was never notified of said election. But in this case, Peggy is correct, this subject has absolutely no bearing on the issue of the rate increase before the Commission.

On the subject of the rate increase, I continue to support a modest increase in that I don't believe that Peggy should have to pay out of her own pocket. But not a 140% increase... But, in all fairness, I have intentions of selling my Arizona property as soon as is economically feasible (tax-wise). What you need to understand is that A. This is a relatively poor community of trailers, modulars, and small houses, and B. The Verde Valley is depressed. You do what you think is fair...

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I certainly have no ill will toward Peggy Larsen. What she has done for the people here is commendable. She kept the irrigation system running out of her own pocket. That's more that 99% of the people would have done. I would suggest giving her the full 140% increase, but phasing it in over 5 years, making sure Verde West Irrigation is solvent without Peggy having to financially support it. I would also recommend that something be done with regard to those homeowners not paying their irrigation bill.

Curtis R: Walters
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

10/03/07-I called and thanked the customer for writing the Commission regarding his opinion for the Verde West Irrigation rate case. I informed the customer that his opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. I also informed the customer that the Commission will also take his opinion into consideration before rendering a decision in the rate application. I-02274A-07-0357. CLOSED.

End of Comments

Date Completed: 10/3/2007

Opinion No. 2007 - 63636
