

W-03514A-10-0117
W-03514A-10-0116



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ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

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CD

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87640

Date: 6/29/2010

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

Complaint By: First: Kirk Last: Pfeifle

Account Name: Kirk Pfeifle

Home: (000) 000-0000

Street:

Work: (000) 000-0000 Arizona Corporation Commission

City: Payson

CBR:

DOCKETED

State: AZ Zip: 85541

Is:

JUN 30 2010

Utility Company: Payson Water Co., Inc.

Division: Mesa Del Caballo

Contact Name: Bob Hardcastle

Contact Phone:

DOCKETED BY [Signature]

Nature of Complaint:

June 20, 2010
RE:
PAYSON WATER COMPANY MESA DEL CABALLO SYSTEM
DOCKET NOS. W-03514A-10-01 16
SURCHARGE TARIFF AND W-03514A-10-0117
To Whom it May Concern,

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2010 JUN 30 P 4:42
RECEIVED

I am very dissatisfied with this utility provider. It's my opinion that their systems have not been maintained nor upgraded to the community's satisfaction. If the proposal passes, this will allow them to abandon their responsibilities and they will not seek future solutions to the summer water shortages. I have been a resident in Mesa Del for nearly three years. When I started service with Payson Water Company/Brookes Utilities Inc. I was informed that there were water restrictions for my area. I would never have purchased property in this community had I known that water was severely restricted. From my understanding, the water for this community comes from several wells located in the Mesa Del area. These wells have proven to be inadequate in the summer months.

My question, What has this Utility done to improve this condition? Questions to Consider:

WATER WELLS

- Have they had a state certified water well inspection?
- Have they had their wells serviced in the last 6 months?
- Have they upgraded their systems so they can provide better service?
- Have they checked the draw down of the water when the pump is pumping?
- What is the static level of the water when the pump is off?
- Has the pipe been checked for pin holes usually caused by electrolysis, or rubbing against well casing or wire?
- Has the pump been inspected for impellor wear? Pumps have a short life span if running 24 hours a day.
- Wit's three-phase electric, the pump can be working in reverse and pumping 50-70% less water.
- Bottom line, many things can cause a pump to fail short of its pumping capability.
- What about drilling deeper wells?

ARIZONA CORPORATION COMMISSION
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What about new locations for wells?
What plans have been made for growth?

TOWN OF PAYSON OFFER

The Town of Payson offered Brookes Utilities Inc. the option of purchasing water from them.

What is the outcome of this offer?

What decisions have been made and why?

It would be cheaper overall to have pipes laid and water purchased from the town, then hauling water, in my opinion.

HAULING WATER TO MESA DEL:

I would like to know if this utility has done everything possible to provide water through the water wells and other avenues prior to hauling water.

If the proposal of hauling water is approved, I believe this utility will bypass their responsibility and not maintain their systems or upgrade as needed, sticking the customer with exuberant costs.

If hauling is approved, I believe an open bid needs to be offered to multiple companies.

What is the quality of the water that is hauled in?

Surcharges as proposed are unfair

State Inspection:

Has Brookes Utilities Inc./Payson Water Company been inspected by the Arizona Corporation Commission or a state certified water well inspector? If not, why?

Thank you for considering my questions and opinions.

Sincerely,

Kirk Pfeifle

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/29/10 Comments noted for the record. Docketed.

End of Comments

Date Completed: 6/29/2010

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