

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

ORIGINAL



ARIZONA CORPORATION COMMISS

OPEN MEETING AGENDA ITEM UTILITY COMPLAINT FORM

Investigator: Trish Meeter Phone: (602) 542-0622 Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 88764 Date: 8/20/2010

Complaint Description: 09Z Rates/Tarriffs - Other
N/A Not Applicable

Complaint By: First: Marianne Last: Collins

Account Name: Marianne Collins Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: n/a is:

Utility Company: Payson Water Co., Inc.

Division: Mesa Del Caballo

Contact Name: Bob Hardcastle Contact Phone: (661) 633-7546

Nature of Complaint:
8/20 DOCKETED W-03514A-10-0116

Hi Trish,

Could you please make sure this gets sent to the edocket.

Thanks,
Marianne

Arizona Corporation Commission
Public Comment Form
1200 W Washington St - Phx, AZ 85007
(602) 542-4251

Docket # W-03514A-10-0117

August 16, 2010

To Whom It May Concern:

My name is Marianne Collins and I am writing again in opposition to Docket # W-03514A-10-0117, Mesa Del Caballo Water System. I have read the Recommended Opinion filed on 8/3/2010. I have a question. Was this emergency caused by nature or was it the negligence of the PWC to improve and maintain our system over many years? It appears that this may be free reign for them to charge us for water augmentation much like they did in the communities of Pine and Strawberry. That system was found to be in much need of repair. Since fixed by the new owners, they have not been on restrictions. Not even during Memorial Day or Independence Day.

Arizona Corporation Commission
DOCKETED
SEP 15 2010

DOCKETED BY [Signature]

RECEIVED
2010 SEP 15 P 3:46
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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The Recommended Opinion is a lengthy document and some of my concerns were written in my last letter to the Commission. I will try to be brief. There really is too much information to dispute in a short letter.

What I'm trying to say is that this company doesn't have the best track record of openness and honesty with the people of this community. We are again forced to Stage 3 after a sizeable amount of rain with no explanation of the problem or when it will be fixed. The standard email from them is Stage 3 is less than 70% and more than 60%. Many of the residents are afraid to speak up for fear of retaliation. PWC is our only source of water; both the company and the customers know it. If you look closely at their behavior you will see a lack of concern for decisions of the Commission and other missed opportunities for them to be thorough in their efforts.

I have included a recent email which shows why I have a problem with this company. I have referenced my issue with this email below it. Please read the email. You probably can't see that the words are written in red and blue, but I'm sure you can see the size of the text and the capital letters used. The time they spent formatting it and coloring the text is amazing. I know that this takes a lot of space, but I didn't alter it in any way so that you can see what we receive from them. They obviously have a message to send. How patriotic. No one is perfect and I understand that more than you know, but I am not a professional or a company representative. They are supposed to be. It seems that they don't take the time to proof read anything, whether it be a petition entered into this case or something as simple as an email. How many other things in daily business do they not pay attention to? Their actions give me cause for concern. If they put this much time and effort into the water system, then maybe they would be deemed more trustworthy of our dollars and taken more seriously.

•Page 6 Finding of Fact # 17

A petition was submitted after telling those of us at a meeting that it was just for general knowledge to see who was in agreement with them on the augmentation. That petition has duplicate signatures on it and multiple names on one of the lines. They could have easily checked it for accuracy before submitting it especially that they had to resubmit it after removing names.

•Page 4 Finding of Fact # 3 and Page 6 Finding of Fact # 18

96 customers signed the petition and there are 370 service connections on the system. Yet, Randy Norman, of the Water Committee, testified that he believes the customers of this system "overwhelmingly support the idea of water being available at a higher price if it has to be hauled". I'm not sure what price he is able to pay. Many in our community are barely making ends meet.

•Page 4 Finding of Fact #'s 4 and 5

Decision #67819 May 5, 2005 denied an augmentation surcharge tariff. It further goes on to state about "only being considered in the context of a rate case filing". They have asked repeatedly year after year for augmentation. Why haven't they filed for a rate increase yet? They can't absorb these costs? Why did they wait so long? What makes them think that their customers can absorb these costs, especially now?

•Page 8 Finding of Fact #35

Enforcement fines were granted to Payson Water Co by the ACC Decision #67821 on May 5, 2005. It further states that the monies from the fines shall be put into a trust account to purchase water. The company states that the monies were used for conservation and water development costs. Why didn't they follow the Commissions orders for that money?

•Page 11 Finding of Fact # 51 Bullet Point # 8

¶That the Company file a full rate case within 12 months of the effective date of this Decision". I did not find anything stating what will happen if the company does not file within the 12 months. Do we revert back to not paying for augmentation or does it just continue on as approved.

I could go on about the possible reasons for this current Stage 3 situation and many other issues that don't match up, but I will stop here as I feel this statement is much longer than I originally intended.

Please seriously consider my concerns listed here and in my previous letter. I am confident that you will not be fooled by this Company. Our community depends on your decision and I know that you must take your job very

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seriously. It is not a small task.

Thank you for your time and consideration.

Sincerely,[]

Marianne Collins

PYWCo - Mesa del Caballo

From: Brooke Utilities (bui_info@brookeutilities.com) []

Sent: Sat 8/14/10 8:31 AM

To: []

Date: August 14, 2010

Time: 0830 hours

Re: Payson Water Co. - Mesa del Caballo - STAGE 3 Conditions

Presently, MdC is on Stage 3 mandatory water conservation conditions. This requires a reduction of water consumption according to the regulatory standards. The weather is expected to be hot with little or no precipitation. Water storage levels are starting the weekend at low conditions. Your recognition of these conditions can make the difference between a successful or troubling weekend of water service.

Please - HELP US HELP YOU! Conserve water at every opportunity and use it only as essential needs require.

As always, your help is greatly appreciated and has been the difference so many times in the past. We call upon your contentiousness and water conservation once again. Thank you.

Payson Water Co.

Please note the word contentiousness not conscientiousness.

con•ten•tious

[kuh n-ten-shuh s]

-adjective

1. tending to argument or strife; quarrelsome: a contentious crew.
2. causing, involving, or characterized by argument or controversy: contentious issues.
3. Law . pertaining to causes between contending parties.

Origin:

1400-50; late ME contenciose < L contentiōsus, equiv. to contenti (ō) contention + -ōsus -ous

con•sci•en•tious

[kon-shee-en-shuh s]

-adjective

1. controlled by or done according to conscience; scrupulous: a conscientious judge.
2. meticulous; careful; painstaking; particular: conscientious application to the work at hand.

Origin:

1605-15; < ML conscientiōsus, equiv. to L consciēti (a) conscience + -ōsus -ous

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

See complaint no.87661

Docketed.

End of Comments

Date Completed: 8/20/2010

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Opinion No. 2010 - 88764
