

W-03912A-11-0014

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

2011 FEB 22 A 10:03

Investigator: Richard Martinez

Phone

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 93416

Date: 2/18/2011

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

Complaint By: First: Petition Last: Petition

Account Name: Petition Petition Home: (000) 000-0000

Street: n/a Work:

City: Pearce CBR:

State: AZ Zip: 85625 is:

Utility Company: Sunizona Water Co. / AKA Narvol D. Bales

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

2/18/11

*****16 signatures opposing the rate case-- Docket No. W-03912A-11-0014*****

Received fax as follows:

Arizona Corporation Commission

DOCKETED

ATTENTION

FEB 22 2011

To: The Arizona Corporation Commission

Subject: Water Rates in Sunizona

DOCKETED BY [Signature]

The Sunizona Water Co. is owned by Dean Bales. Dean has applied for a rate increase of 120%, which would put the cost of water at \$6.51 per 1000 gallon. It is now \$2.96 per 1,000 gallon. Then he is asking for the monthly charge to double. A 2 inch meter would be \$165 per month instead of the present rate of \$88.00 a month, plus \$6.51 per 1000 gallons. Dean Bales claim that he has lost money every year since he bought the Water Co. is false.

Even in his application he has falsely claimed that pump repairs paid to Double F Contractors, R&R Electric and Karam Brothers Inc. was actually done on another well he was given for free by Rob Smith. This had nothing to do with the Sunizona Water Co. well. You can contact the Double F contractors at [Address] or cell phone [Number] owner Frank Flanders. The work done by three companys named above did the work and they never got paid until the insurance company paid. A farmer named Jason Barnard tore down a power line pulling a piece of tall equipment. His insurance co. paid and it never cost Dean Bales anything and it wasn't even the water co. well. The bill Dean Presents is false.

Dean bought a huge trencher and a big backhoe and charges it to the water co. Then goes out and does

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customer work and the money goes in his pocket and the parts and repairs are charged to the water co. The backhoe and trencher probable costs \$10,000 to \$12,000 not \$35,000. The main line extensions on the water co. which go beyond the water co. boundaries, was paid for by the land owner it served, not the water co. In fact Dean Bales made a profit putting them in. One customer stated he paid \$2500 to Mr. Bales to run line on the extensions.

The Corporation Commission need to do an audit of Sunizona Water Co. books before any increases is considered. Much of his application is untruthful. Dean Bales has never returned to the new customers, 10% of the meter installation charges every November as required by the Corporation Commission rules.

Dean Bales has had too many violations of the rules and the Corporation Commission gives him a pass because he lies every time he needs to. He pulls meters that have been paid for and charges to put them back in. The establishment charge. The size water co. was never intended to support an owner completely.

Dean Bales does harass the physically weaker customers. The sheriff has come out more than once after being called. He never sent out a second notice to turn off water until recently also required by the rules. He just shuts off the water on the 16th of the month. His billing states service will be turned off if not paid by the 15th. Mr. Bales has been fined by the Arizona Contractors Registrar for contracting without a license, using this equipment he expects his water co. customers to pay for.

In addition, Dean Bales states he charges \$50 deposit to initiate service. In fact he charged Dan Greene \$576.00 deposit and \$45.00 hookup for Sunizona Laundry Mat, a 1 1/2 inch meter, Feb. of 2011. According to Corp. Commission rules the most he could have legally charged (2 1/2 times highest bill of last 12 months) would have been \$460.00 the \$45.00 hookup fee of \$505.00. Dan Greene has had continuous water service from Sunizona Water Co. since Sep. 1993. \$621.00 seems excessive for an 18 year customer. Additionally he charged Sandra McFann (Sandy's Restaurant and R.V. Park-520-824-7263) \$100.00 deposit and no hookup fee for the restaurant which is a 2 inch meter. He seems to just pull numbers out of the air when considering a deposit. Sandra McFann is a new customer.

The Sunizona Water Co. probably does deserve a rate increase but 120% is excessive. The average for the area is \$1.71 per 1000. Bisbee is the highest in Cochise County at \$4.50 per 1000 due to mining issues. Sierra Vista is at \$1.71 per 1000. The average is the U.S. is at \$3.00 per 1000. So why should the rate go to \$6.51 per 1,000? It would not help growth in the community in any way. It will be harder to sell people on the idea of using water co. instead of drilling their own wells. Also some of the people that are on the water co. now are considering going to wells of their own. This will cause the water co. to lose more money instead of making the money back he says he has lost.

Thank you for your time.

Concerned citizens of Sunizona

(A total of 16 handwriting signatures included with this Opinion)
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/18

Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

Date Completed: 2/18/2011