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ADMITTED TO PRACTICE IN:  
ARIZONA, COLORADO, MONTANA,  
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DISTRICT OF COLOMBIA

April 15, 2011

Arizona Corporation Commission  
**DOCKETED**

APR 18 2011

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

DOCKETED BY 

RECEIVED  
2011 APR 18 P 12: 28  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Re: Goodman Water Company  
Docket No. W-02500A-10-0382

To Whom It May Concern:

Attached as Appendix "A" to this letter is a copy of an unsigned and undated ("anonymous") letter which was written on the back of a letter that Goodman Water Company ("Company") mailed to its customers earlier this year discussing the "freeze" weather conditions which occurred in the Company's certificated service area during early February 2011. A copy of the Company's "freeze" letter to its customers is attached to this letter as Appendix "B."

Subsequent to its receipt of the enclosed "anonymous" letter, the Company discussed the situation with Smyth Utility Management ("Smyth"), which manages the Company's water system and oversaw the Company's efforts to continue to provide water service during the aforementioned "freeze." Smyth's field technician was actually in the specific area discussed in the "anonymous" letter during the time period discussed in that letter. He observed a broken above-ground backflow preventer on the customer's side of the meter at the site of a Pima County Wastewater lift station and Pima County personnel who appeared to be addressing the situation. However, he did not observe any water breaks or leaks in any of the Company's facilities on Diamond Bay Drive, all of which are located underground. Nor, were there any other employees or vehicles of Smyth in that area during the time period referenced in the "anonymous" letter.

In that regard, the Pima County lift station is located on the Diamond Bay Drive referenced in the "anonymous" letter. Conceivably, this broken backflow preventer was the source of the water "shooting 20' in the air" referred to in the "anonymous" letter; and, the lift station is the "pumping station" referred to in that letter.

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The Company anticipates that the event referred to in the "anonymous" letter may be remarked upon by someone in attendance during the Commission's forthcoming May 18, 2011 Public Comment Meeting in Saddlebrook, Arizona in connection with the Company's currently pending rate increase application in Docket No. W-02500A-10-0382. Inasmuch as representatives of the applicant usually are not requested to provide comment during meetings of this nature, the Company wanted to be sure that the information set forth above was included in the Commission's docket for the above-referenced proceeding.

Sincerely,



Lawrence V. Robertson, Jr.

cc: All parties of record.

# Appendix “A”

BEFORE you continue to say how wonderful GOODMAN WATER COMPANY is, I would like to point out a few facts that you may not be aware of.

I have recently moved into Edge Crest Ranch, in Diamond Bay Drive.

On the morning of the freeze I went round to 5 homes where water pipes had burst & no-body was resident. I then noticed that

water was shooting 20' in the air from a large water valve by the street outside the ? pumping station in Diamond Bay Drive, this has been going for 30-45 mins. A white truck was parked in the compound and the 2 occupants of the truck were ASLEEP! I had to bang on the hood of the truck & windows to wake the 2 people & explain the situation, after getting them together (5 mins.) they went & turned the valve off. GOODNESS KNOWS what would have happened and how many gallons of water would have been wasted if I had not been an observant, caring neighbor.

# Appendix “B”

# **THE FREEZE & WATER DELIVERY TO THE CUSTOMERS OF GOODMAN WATER COMPANY**

If you have been in town, it will come as no surprise we at Eagle Crest Ranch have experienced record or near record low temperatures over several nights. The “hard” freezes with lows in the mid and upper teens and high winds have caused significant damage to two of four Company’s water plants.

In spite of the extensive damage, Goodman Water continued to deliver water to our customers without interruption. It was only because of the storage capacity provided by our recently completed reservoir in the northeast corner of Eagle Crest that Goodman Water experienced no system-wide interruption in water delivery. This situation is one example of why the regulatory agencies and sound engineering in system design required that reservoir.

A second key factor in allowing Goodman Water to continue in operation was the prompt response by Smyth Management Services. When our electronic monitoring system first detected signs of trouble, Smyth immediately dispatched repair crews to Eagle Crest. These people worked through the night in the bitter cold to repair or work around damaged components and to manually operate valves normally electronically controlled.

With the sound design of our water system and prompt response of our operator, to the best of our knowledge, no customer went without water. We sincerely hope that the worst of the winter weather is over, but should it happen again we are ready to respond in the same responsible fashion.