



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94796

Date: 4/25/2011

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

Complaint By: First: Michael & Kathie Last: Pitts

Account Name: Michael & Kathie Pitts

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Chino Valley

CBR: [REDACTED]

State: AZ Zip: 86323

is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Arizona Corporation Commission

Contact Name: Joe Cordovana

DOCKETED

Contact Phone: [REDACTED]

Nature of Complaint:

APR 28 2011

4/20 -- rec'd following:

DOCKETED BY [Signature]

RECEIVED
2011 APR 28 P 2:05
DOCKET CONTROL

Mr. Cordovana:

- 1. Does not take responsibility for the water company -
 - A. Will not answer questions - his reply is "if you do not like it, I will shut off your water" or "Pay up or I will shut you off."
 - B. With him there are no discrepancies over a bill (or billing error) - it will be done his way or water is shut off!
 - C. Required improvements to water facilities must be paid for by him (water company) - see att'd flyer.
 - D. Customer rates will adequately pay for his salary and all improvements.
- 2. Does not understand English or the American way of operating a business (utility) by the Arizona Corporation Commission Rules (he returns every year for 100% raise in rates).
- 3. Is a convicted felon!
 - A. Has committed felonies in the past year by threatening and trying to run over (back hoe) his renter-cook at his Windmill Farms (check w/Chino Valley Police to support this- Dean Echols is the cook).
- 4. Is very uncaring, very ignorant and self-serving. She should not run a utility (water) with his dictatorial manner. The Homeowners have no recourse. He will not discuss discrepancies or problems. The Town of Chino Valley has expressed interest in buying the water company, Cordovana consistently increases the price to suit himself. The Arizona Corporation Commission must take responsibility for this business (utility) and require Cordovana to follow all rules and/or sell the water utility to Chino Valley town for a fair price.

Michael W. Pitts
Chino Valley AZ

Also attached is copy of Orange-colored flyer re the water increase (see file)
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/25 -- OPINION DOCKETED in Docket # W-03443A-11-0040
End of Comments

****CLOSED****

Date Completed: 4/25/2011

Opinion No. 2011 - 94796

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/25 -- ATT'd OPINION DOCKETED in Docket # W-03443A-11-0040

*****CLOSED*****

End of Comments

Date Completed: 4/25/2011

Opinion No. 2011 - 94782

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94794

Date: 4/25/2011

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

Complaint By: First: John & Pamela Last: Orr

Account Name: John & Pamela Orr

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Chino Valley

CBR: [REDACTED]

State: AZ Zip: 86323

is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cordovana

Contact Phone: (928) 237-6128

Nature of Complaint:

4/20 -- rec'd following:

We have been charged an arsenic surcharge since July 2009 and the levels still exceed Federal standards & Mr. Cordovana claims the water company is losing money yet he increase his salary from \$30M (think it should be K) in 2008 to \$50M (think it should be K) in 2010. The water company should not pay for postage to promote Mr. Cordovana's other business, eg. Windmill Farms. He borrowed over \$141M (think it should be K) from the water company. Should this money have been used for some of the requested repairs and improvements? Mr. Cordovana has done nothing to improve water service since his last increase. We are totally against this request for a rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/25 -- OPINION DOCKETED in Docket # W-03443A-11-0040

****CLOSED****

End of Comments

Date Completed: 4/25/2011

Opinion No. 2011 - 94794

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94791

Date: 4/25/2011

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

Complaint By: First: Mik & Cheryl Last: Foltz

Account Name: Mik & Cheryl Foltz

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Chino Valley

CBR: [REDACTED]

State: AZ Zip: 86323

is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cordovana

Contact Phone: [REDACTED]

Nature of Complaint:

4/25 -- Customers are a CON re this matter.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/25 -- OPINION DOCKETED in Docket # W-03443A-11-0040
End of Comments

*****CLOSED*****

Date Completed: 4/25/2011

Opinion No. 2011 - 94791

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94783

Date: 4/25/2011

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

Complaint By: First: Rose Last: Carter

Account Name: Rose Carter

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Chino Valley

CBR:

State: AZ Zip: 86323

is:

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cordovana

Contact Phone: [REDACTED]

Nature of Complaint:

4/19 -- rec'd following:

1. I am on a fixed income.
2. Why does Mr. Cordovana want to increase 100% and customers pay for his expansion?
3. Mr. Cordovana wants a new storage tank at the expense of his customers. Why, if he states no growth expected?
4. He should have factored in improvements, maintenance, expansion, etc. when he made the original proposal.

(Also see prior dockets W-03443A-10-0143 and W-03443A-08-0177)

Rose Carter
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/25 -- THIS OPINION DOCKETED in Docket #W-03443A-11-0040
End of Comments

*****CLOSED*****

Date Completed: 4/25/2011

Opinion No. 2011 - 94783