

# WS-20794A-11-0140

ORIGINAL



ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz      Phone:      Fax:

Priority: Respond Within Five Days

Opinion      No. 2011 - 95689      Date: 6/9/2011

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

Complaint By:      First: **Judy**      Last: **Jerrells**

Account Name:      Judy Jerrells      Home:

Street:           Work:

City:      San Pedro      CBR:

State:      CA      Zip:      is:

Utility Company.      **D11-Emerald Springs, LLC**

Division:      Sewer

Contact Name:      Arizona Corporation Commission      Contact Phone  
**DOCKETED**

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:      JUN 13 2011

RE: Docket No. WS-20794A-11-0140

DOCKETED BY

From: RON/JUDY JERRELLS [mailto:  
Sent: Thursday, June 09, 2011 12:59 PM  
To: taunt.linda@azdeq.gov; Nancy L Scott; manley.robert@azdeq.gov  
Subject: EMERALD SPRINGS SEWER TREATMENT SERVICE

TO: Linda Taunt @ ADEQ  
Nancy Scott @ ACC  
Robert Manley @ ADEQ

RECEIVED  
2011 JUN 13 P 3:56  
AZ CORP COMMISSION  
DOCKET CONTROL

I am a homeowner in the Emerald Springs Development in Ehrenberg, Arizona. I purchased my lot in 2000 and built my home in 2002, so I am considered a longtime owner who has experienced alot within our small community.

In the early years, the sewer provider for our community was Mr. Doyle Thompson. In 2004 Mr. Henry Melendez provided a sewer plant for our community and the HOA gladly approved his services after Mr. Thompson shut off our sewer service and demanded his mobile home park residents utilize our private dock area. Additionally, it was learned that if Mr. Thompson was to continue to provide sewer service to our community, he would be considered a "Utility Provider" and be required to obtain permits and additional equipment. These costs would then be passed along to our HOA.

For the past seven years we have had the services of Mr. Melendez plant with no problems or interruption in service. The current Board for Emerald Springs knows nothing about the original issues with Mr. Thompson as they were not owners at the time. They also have talked to Mr. Thompson and have received agreement from him that he is willing to take our sewer as of July 1st at a substantially lower cost.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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This Board has demanded that Mr. Melendez be registered with ACC and has reported the plant he is running is illegal. No explanation has been given for this 'illegal status'.

This Board has no interest in knowing if Mr. Thompson is registered with ACC or if he meets ADEQ requirements.

As a homeowner, I am deeply concerned about doing business with Mr. Thompson for numerous reasons:

Mr. Thompsons recent illegal activities when arrested by DEA/FBI agents.

Lack of ACC regulation. Does his 'grandfathered' status continue if servicing Emerald Springs

Undetermined status with ADEQ once additional flow from Emerald Springs is received

Equipment to meet ADEQ sanitation reporting requirements with additional flow

I would further like to know if the current sewer provider is an illegal plant as stated by the Board members.

I sincerely hope these questions can be answered before this new contract is put in place with Mr. Thompson. While the majority of homes in this development are vacation homes, we have about 6 permanent residents where continual sewer service is critical. The HOA lift station is minimal and cannot handle the daily sewer requirements if a sewer plant is not available.

Once the HOA disconnects from Mr. Melendez and connects to Mr. Thompson, there is no back-up plan available due to the lack of interest in this area to provide an Ehrenberg Sewer System.

I would appreciate a return email confirmation of my concerns and an estimate of when you can reply to these specific concerns.

Thank you,

Judy Jerrells

San Pedro, CA 90731

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

6/9/11 @2:30 pm - Called customer, confirmed receipt of her opinion and advised her that the opinion will be placed on file with the Docket Control Center of the Commission to be made part of the record. Additionally, I provided the customer with the Utilities Division's email address, local and toll free telephone number's, fax number and mailing address where any future opinions in regard to this matter may be sent. CLOSED

\*End of Comments\*

Date Completed: 6/10/2011

Opinion No. 2011 - 95689

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