

W-03514A-13-0111  
W-03514A-13-0142

OPEN MEETING AGEND



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Tom Davis

RECEIVED

Priority: Respond Within Five Days

2013 OCT 16 P 3:59

Inquiry No. 2013 - 113248

ARIZONA CORPORATION COMMISSION  
DOCKET DATE: 10/10/2013

Complaint Description: 19D Other - ACC Admin. Questions  
N/A Not Applicable

ORIGINAL

Complaint By: First: Kathleen M. Last: Reidhead

Account Name: Kathleen M. Reidhead

Street: Work: (000) 000-0000

City: Phoenix

State: AZ Zip: 85044 is: Home

Utility Company: Payson Water Co., Inc.

Division:

Contact Name: Contact Phone:

Nature of Complaint:

October 7, 2013

Arizona Corporation Commissioner

DOCKETED

OCT 16 2013

Mr. Steven Olea  
Director, Utilities Division  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

DOCKETED BY

Dear Mr. Olea:

Under the Arizona Public Records Law § 45-108 et seq., I am requesting an opportunity to inspect or obtain copies of all public records for the last 5 years that describe water delivery problems in a community called Mesa del Caballo, serviced by Brooke Utilities and/or Payson Water Company. Please include any and all documents that address complaints, attempts to resolve those complaints, documentation of water hauling, discussions of plans to address infrastructure deficiencies, etc.

If there are any fees for searching or copying these records, please inform me if the cost will exceed \$50.00. However, I would also like to request a waiver of all fees in that the disclosure of the requested information is in the public interest and will contribute significantly to the public's understanding of a case before the Arizona Corporation Commission, dockets #W-03514A-13-0111 and W-03514A-13-0142 (consolidated) where rate hikes of over 100% are being proposed. This information is not being sought for commercial purposes. I am an interested party to that action, as I am a homeowner in one of the small communities that will be impacted by these proposed rate hikes.

Please respond to this request in a reasonable time period. If access to the records I am requesting will take longer, please contact me with information about when I might expect copies or the ability to inspect the requested records.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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If you deny any or all of this request, please cite each specific exemption you feel justifies the refusal to release the information and notify me of the appeal procedures available to me under the law.

Thank you for considering my request.

Sincerely,  
Kathleen M. Reidhead

Phoenix, AZ 85044

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/10/13: Called customer, left VM message to callback to Staff at

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10/10/13: Received callback from Ms. Reidhead. Explained that this office was a open office and she could come to the Commission and request to view complaints for Payson Water. Provided information on how to get into the Utility Division, cost of copying (10 cents), and that any complaints taken from the office will need to be redacted. Customer stated that she would to come by tomorrow, it was mentioned that the office is open between 8 and 5. Customer thanked Staff for the call and the information.

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10/16/13: INQUIRY CLOSED

\*End of Comments\*

**Date Completed: 10/16/2013**

**Inquiry No. 2013 - 113248**

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Priority:** Respond Within Five Days

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**Inquiry No.** 2013 - 113279

**Date:** 10/16/2013

**Complaint Description:** 19D Other - ACC Admin. Questions  
N/A Not Applicable

**Complaint By:** **First:** Kathleen M **Last:** Reidhead

**Account Name:** Kathleen M Reidhead Deer Creek Village **Home:** (000) 000-0000

**Street:** **Work:** (000) 000-0000

**City:** Payson **CBR:**

**State:** AZ **Zip:** 85541 **is:**

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**Utility Company:** Payson Water Co., Inc.

**Division:** Deer Creek

**Contact Name:** **Contact Phone:**

**Nature of Complaint:**

10/11/13 Ms. Kathleen M Reidhead walk-in into the Commission office requesting a few things. First she wanted to view 2013 informal complaints from customers of Payson Water Co. She wanted to read what they were stating about the Company. Secondly she was looking for documents where the Commission allowed JW Holdings to purchase Payson Water Co from Mr. Bob Hardcastle. Thirdly she wanted to know of any documents that pertain to the Craigin Pipeline that the Commission approved.

I provided her the 2013 folder with the informal complaints for Payson Water Co. She requested copies of two informal complaints. Personal customer information was redacted and copies were made. I advised her that in these complaints there was nothing pertaining to Brooke Utilities selling its ownership interests in Payson Water Co. The complaints contain billing, service, disconnect/termination, repair issues etc., I suggested per my supervisor to walk her down to Docket Control and have her view Payson Water Co documents. She agreed. Kay Mecca in Docket Control explained the process to Ms. Reidhead. I left Ms. Reidhead in Docket Control.

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

Please see Nature of Complaint. CLOSED.

\*End of Comments\*

**Date Completed:** 10/16/2013

**Inquiry No.** 2013 - 113279

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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