

W. 01580A-13-0255



0000149779

ARIZONA CORPORATION COM
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

ORIGINAL

Complaint No. 2013 - 114058

Date: 12/2/2013

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

First:

Last:

Complaint By:

Jeff

Shaw

Account Name:

Jeff & Kara Shaw

Home: (000) 000-0000

Street:

Work:

City:

Payson

CBR

State:

AZ Zip: 85541

is:

Utility Company. Tonto Village Water Company, Inc.

Division:

Water

Contact Name:

Contact Ph:

Nature of Complaint:

Docket No. W-01580A-13-0255 Opposed Rates

Arizona Corporation Commission

DOCKETED

DEC 04 2013

Name: Jeff & Kara Shaw

Date: 11/18/2013

Address:

Phone:

CityStateZip: Payson AZ 85541

Cell:

Docket: Tonto Village Water Company Inc dba Tonto Village Water Co

DocketNo: W-01580A-13-0255

Utility: Tonto Village Water Company Inc dba Tonto Village Water Co

Position: Con

Email: karashaw@nbarizona.com

Comments: We just reviewed the Staff report for the above referenced company. We were not opposed to a minimal rate hike but 105% overall (pg 3 of the report) seems extreme. It does not seem that the report addresses anything regarding repairs of the system. Pg 32 of the report states "Well #3 is temporarily out of service due to a faulty flow meter" and they "will be bringing the well back in service within a few weeks" as of 10/1/13 (date of report). However, as far as we are aware, 6 weeks have past as of today and we still don't have Well #3 back on-line. We have concerns regarding how repairs are made and lines not being back-flushed. We are also aware that old vehicles (among other things) are stored on the Well lot which is concerning due to the fact we don't know if anything is leaking into the soil from said vehicles. It seems that much of the report is based on water testing results and certain numbers being reported by the owners. According to the report, a staff member made a site visit. However, site vistic need to be completed when repairs are required or made. As a result of this report, is seems that TVWC will be receiving additional income with no repair or upgrade requirements nor any requirement to ensure repairs are done properly with the health and safety of end users in mind.

ARIZONA CORPORATION COM
DOCKET CONTROL

2013 DEC -4 P 3:35

RECEIVED

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

To the Company:

Please contact the customer to address his concerns and provide a written response to the Commission..
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed as Opinion
End of Comments

Date Completed:

Complaint No. 2013 - 114058

Un-Substantiated

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____ **Phone:** _____ **Fax:** _____

Priority: Respond Within Five Days

Opinion No. 2013 - 114059 **Date:** 12/2/2013

Complaint Description: 191 Other - ADEQ/EPA Questions
N/A Not Applicable

Complaint By: **First:** Jake **Last:** Garrett

Account Name: Jake Garrett **Home:** (000) 000-0000

Street: _____ **Work:** _____

City: Payson **CBR:** _____

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

Utility Company: Tonto Village Water Company, Inc.

Division: Water

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

Nature of Complaint:

DOCKET NO W-1580A-13-0255 Rates Opposed

Name: Jake Garrett
Date: 11/18/13
Address: _____
Phone: _____
City: Payson AZ 85541
Docket: 13-0255
Docket No: W-1580A-13-0255
Utility: Tonto Village Water Co.
Position: Con
Email: jakegarrett184@yahoo.com

Comments: RE: Staff Report 11/06/2013 Tonto Village Water Company 13-0255 Dear Mr. Aladi, This morning I was able to finally retrieve the above noted staff report. I was told verbally by another Tonto Village resident that I could e-mail you and docket control with my concerns on the report. Obviously I have not had much time to review the report so this is by far not a complete list of concerns. I was also told just now that docket control only receives original documents with 13 copies which is not possible due to the distance and time. I have taken off my normal job to compile and send this e-mail. Consequently I am asking that you provide these comments to docket control in any way that is possible. My concerns are as follows: . The homes in Tonto Village are partially full time residents and a larger portion weekend or vacation cabins. I feel that the median and average usage is skewed as a result of this. The town of Payson brags that they have the lowest per capital daily water usage in the state of 82 gpd and that is with virtually no outside watering allowed. Many of our full time residents have families with 4 to 6 children plus the two adults. I consider a family with two adults and 6 children as the one that should be considered when adjusting the rates. . I think rates for per gallon usage are stacked against all the full time residents with them being penalized by the lower comparative rates (average and median) as well as the higher per gallon rates. . I could not find what makes up the adjustments on the OCRB. Making them larger

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

raises the base for calculating profit (makes the same \$ profit a smaller %). I would like to see these clearly. It appears that the operating costs have been raised substantially. I could not find what caused the raise. I have been told by the owners that the \$3,400 they said they lost last year (opposed to the \$400 profit the P & L statement showed in the application) was due to "salaries" the owners were unable to take. I could find no documentation of how owners are paid whether it be salary, hourly wages for repair time, office time, other normal daily tasks or profit on their investment. I have personally spoken to John Calkins at ADEQ regarding my concerns for public health related to the normal operating practices of the TVWC. Last year I had a "very hot" water sample from my in home tap. The water was clay red and very heavy in suspended materials. Mr. Calkins informed me that proper loss or pressure or repair of lines flushing processes for an old system would be to gain permission from several property owners located strategically to the repair or in strategic places throughout the village to flush through their outdoor faucets after repairs or loss of pressure. An alternative was to install isolation valves and flush stand pipes to allow proper flushing procedures to be followed. Additionally it is my concern that "packets" of sewage contaminated water are circulating through the village water mains with a random chance for any resident to get the contaminated water delivered to their home. There have been many individuals complaining of skin irritations, reactions, stomach problems or actual contamination illness. Unfortunately most of this is "normal" illness and doctor visits or hospital visits are not made. There is recognition in the report that there is only one operative well in the system. During the last rate case the commission ordered TVWC to replace well #1 to bring the total wells back to 3. Now there is only one well. Why is this fact not mentioned along with a recommendation to rectify the loss of wells? I am told that the water pressure in Tonto Village II is most often well below 20 psi at the meter. This is as a result of the lack of a well in TV III and the old, fragile mains in TV I & TV II which fail under the pressure added to deliver 20 PSI up to the TV III properties. As stated earlier, I am sure that I will have other comments and questions after having an opportunity to review the report in detail. Thanks for your consideration and time. Jake Garrett 682 W. Johnson Boulevard Tonto Village II Payson, AZ 85541 928-478-0669 (H) 9289-478-7177 (O)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 12/2/2013

Opinion No. 2013 - 114059
