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ARIZONA CORPORATION COMMISSION

Executive Director
RECEIVED

2014 MAY 21 A 9 09

AZ CORP COMMISSION
DOCKET CONTROL

May 20, 2014

To: Docket Control

RE: Arizona Windsong Realty, Inc. – Customer Comments
Docket No. W-02250A-14-0028

ORIGINAL

Please docket the attached 7 customer comments in the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAY 21 2014

DOCKETED BY

W-02250A-14-0028

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116284

Date: 5/20/2014

Complaint Description: 04D Service - Not Working
N/A Not Applicable

First:

Last:

Complaint By:

Bill

Matthews

Account Name: Bill Matthews

Home:

Street: n/a

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer upset because they have no water again. He lives in an RV Park and there are a lot of people without water. They are going to get a petition with signatures against this company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/20/14 Consumer states that He will also be e-mailing in his concerns.

Opinion filed in Docket No. W-02250A-14-0028. closed

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116284

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2014 - 116292**Date:** 5/20/2014**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable

	First:	Last:
Complaint By:	Marcie	Barker

Account Name: marci barker**Home:** (000) 000-0000**Street:** n/a**Work:****City:** n/a**CBR:****State:** AZ Zip: n/a**is:****Utility Company:** Arizona Windsong Realty, Inc.**Division:** Water**Contact Name:****Contact Phone:****Nature of Complaint:**

-----Original Message-----

From: marci barker

Sent: Tuesday, May 20, 2014 8:24 AM

To: Utilities Div - Mailbox

Subject: Arizona Windsong Co. of Sanders Park Estate:

To Arizona Corporation Commission: We the resident of Sanders Park Estate are very frustrated with not having proper water service, this has been going on far enough, it is so frustrating not to have water for daily living. We haven't have any water for 5 months now, can't take showers when you have to go to work, school or just need to shower. This is ridiculous not to have this problem resolve once and for all. We have to haul water to flush our restrooms, to wash dishes, and the list goes on. Wouldn't you people be tired of living like this if it were like that in the area you live? You would want it fix right away, wouldn't you? And we shouldn't have to not have water. The woman we are dealing with isn't compassionate, she is so not nice, what kind of a person is she, and why does she have to get away with this problem this long? Something has to be done!!! How can she not able to afford to buy a new water pump, and get the water working. The excuse she gives you guys is unexceptable, there should be enough money to resolve this issue. Where does her rent money go to, as she has a couple of rental, a couple of mobile homes, and a cabin, and as far as I know they are occupied, and there's Giant Convienient Store with laundromat that she service with the water, and I'm pretty sure she gets a decent enough monthly payment from that, and there's family dollar store that utilizes her service as well, then Burnhams Trading Post, and Red Barn, and there's a couple of RV Parks that she also provides her water service to, and a car wash, and she's saying she doesn't have the money to get the water pump fix? This lady I'm sure has enough revenue to be able to afford to get a new water pump.

A resident of Park Estate, a customer of Arizona Windsong Company.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

5/19

entered in rate case docket No. W-02250A-14-0028. Filed complaint with company thru Complaint No. 115953.

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116292

W-02250A-14-0028

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116296

Date: 5/20/2014

Complaint Description: 04D Service - Not Working
N/A Not Applicable

Complaint By: First: Erlinda Last: Fatty

Account Name: Erlinda Fatty

Home:

Street: n/a

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer states that they have been pretty much out of water. She called Lillie and she told her that the people from Phoenix told her to leave the pump off. She was also told that the pump burned out. Consumer also saw people at the water company lookd at the whole system. This consumer lives 2 blocks from the water company
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02250A-14-0028.

Also sent complaint #116252 to company
End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116296

W-02250A-14-0028

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116297

Date: 5/20/2014

Complaint Description: 04D Service - Not Working
N/A Not Applicable

Complaint By: First: Genevieve Last: Lee

Account Name: Samuel Lee

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer states that they have been pretty much out of water since Mr. Paulsell passed away. She called Lillie and Lillie gets very agitated and very irrate when called. Lillie has actual quit speaking with consumer. Consumer had contacted Lillie on Mother's Day and told Lillie that the water was off and that consumer needed to take a shower to go to church. Lillie told her that God would understand that she had not showered. The consumers in this community consists mostly of retired people and they need water. Last week Lillie told consumer that the person that was to help her was in the hospital.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/19/14 Tried to contact company and voicemail has not been set up. Unable to speak with company.

Opinion noted and filed in Docket No. W-02250A-14-0028

This was also entered as complaint #116254 and was sent by mail to company

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116297

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116298

Date: 5/20/2014

Complaint Description: 04D Service - Not Working
N/A Not Applicable

First:

Last:

Complaint By: David

Stunlollo

Account Name: David Stunlollo

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer very upset that they do not have water again. He said that he was sent home from work because he smells. He states that this is very embarrassing. He can't shower, the kids can't have a drink of water this is 2014 and this company does not seem to care that its consumers are suffering. She got the emergency surcharge increase but the consumers are still without water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02250A-14-0028

5/20/14 @ 10:00 a.m. tried calling company and no answer

This is also filed as a complaint #116283 and will be mailed to company

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116298

W-02250A-14-0028

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116299

Date: 5/20/2014

Complaint Description: 05G Quality of Service - Pressure/Voltage
N/A Not Applicable

Complaint By: First: Marcela Last: Barker

Account Name: Marcela Barker

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer states that the water pressure is very low and she is not getting any water. She states that in the morning the pressure is good and by the afternoon the pressure is very low.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/25/14 I contacted consumer and she said that the water pressure is good right now. I informed her that I had contacted the utility company and had been told that Mrs. Paulsell had been doing something to the system and that might have caused the low pressure. I suggested that she contact me this afternoon if the pressure drops again.

Consumer called back at 11:20 a.m. stating that the pressure is low again.

I tried calling Mrs. Paulsell and the voicemail box is not set up yet so I could not leave a message.

5/2/14 I received a voicemail from consumer stating that the water pressure is very low again. She said that she did receive the current bill with the approved surcharge and that she was billed for 2000 gallons of water. She does not know how this can be since they don't get water pressure enough to take a shower, wash dishes and the daily activities. She also states that her mother's house which is next door and is rented out was also billed for 2000 gallons of water. The tenant that lives there hardly stays there because he spends time in Phoenix. She states that the bills for the neighbor come to her address and his reading is the same for the previous and current.

Her reading was previous 1789 and the current reading is 1791 on her bill which would be 2,000 gallons. I asked her if she could read the numbers on the meter and she said she did not know where the meter is. She will look for it and take the reading. She will call me when she finds the meter. She states that she is located

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

very near the to the water tank and can see it from her home.

5/12/14 I received a voicemail from consumer stating that she is experiencing low pressure again. She said that she contacted Mrs. Lillie Paulsell and that Lillie started yelling at her.

5/13/14 @ 9:55 a.m. I tried calling Lillie and I could not leave a message because her mailbox is not set up yet. I tried calling consumer 3 times and the phone is picked up but nobody answers then the telephone is hung up.

5/13/14 @n4:50 p.m. I called Lillie and she answered and said that this was not Lillie.

5/16/14 @11:04 a.m. I received a call from Marcela stating that again she is without water. I tried calling Lillie and it went to voicemail that is not set up yet.

5/16/14 I called Terry Oleman (928-245-1841) who is the certified operator for the company. I had to leave a voicemail and in the message I explained that I could not get in contact with Lillie Paulsell. I informed him that Marcela Barker is out of water and that she has experienced this condition several times this week. I asked if he could check on the water system and to give me a call back. I left my telephone number for him to call.

5/16/14 I received a call from Terry and he said that the company has major problems. He said there is electrical problems and that APS is working on the electrical. He also said that the pump lines were installed during the Eisenhower era (1950's) and need replacement. He said the pump is not working and that they are depending on gravity flow because they do not have any pressure. It will take some time before the system is repaired. They are working on it and there are no funds available at this time.

I called consumer and relayed the information to her. She understood.

5/19/14 Marcela called and had some more questions. She is again without water and she wants to know what does this lady do with the money she gets because she is not fixing the water company.

Marcela also states that the Paulsell's have several businesses in Sanders. They have a general store, hardware store, Mobile Home Park, Cabin she rents out, a laundromat and a Family Dollar Store and the Mustang Trading Post.

It seems that the company owner has several investments plus the water company and they can't fix anything at the water company?

Marcela states that there is the Navajo Utility Authority company that provides water in the Window Rock area and was hoping that somehow they could get that company to come in. I explained that the Navajo Utility Authority is not a regulated company and they could if they wanted to approach Ms. Paulsell and see if she wanted to sell the water company.

5/20/14 Opinion noted and filed in Docket No. W-02250A-14-0028

5/20/14 This is also filed as a complaint #115953 and it will be mailed to company

End of Comments

Date Completed: 5/20/2014

Opinion No. 2014 - 116299

W-02250A-14-0028

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 116300

Date: 5/20/2014

Complaint Description: 04D Service - Not Working
05G Quality of Service - Pressure/Voltage

Complaint By: First: Jacob Last: Livingston

Account Name: Jacob Livingston

Street: Work: (000) 000-0000

City: Sanders

State: AZ Zip: 85612 is: Cellular

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Nature of Complaint:

W-02250A-14-0028

WATER

EXPEDITE ***** CUSTOMER HAS VERY LOW WATER PRESSURE ***** EXPEDITE

5/19/14: Telephone Call

Mr. Livingston says that he has had low water pressure for several weeks but lately it has gotten so bad that he cannot even take a shower. Customer states that ever since his bill has double his service has gone down. When he tries to call the lady at the Company she just hangs up on him.

Question:

1. Is their a problem with water pressure?
2. Why are customers having difficulty contacting the Company?
3. When will this water pressure problem be resolved?

Please contact the customer with the results of your investigation and provide the Commission with a written response.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/20/14: Entered for the record and docketed (Entered as complaint # 116246 on 5/19/14) CLOSED

End of Comments

Date Completed: 5/20/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 116300
