

W-02181A-15-0216

ORIGINAL Arizona Corporation Commis



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Utilities Complaint Form RECEIVED

Investigator: Michael Buck	Phone: [REDACTED]	Completion Date: 2015 JUL 21 3:20 7/21/2015 AZ CORP COMMISSION DOCKET CONTROL
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Opinion Number: 123400	Opinion Codes: Rate Case Items - Opposed	Opinion Date: 7/21/2015 1:21:40 PM
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Customer Information

First Name: Ryan	Last Name: Gaisford	Account Name: Ryan Gaisford
Street Address: [REDACTED]	City: Sedona	State: AZ
		Zip Code: 86351

Utility Information

Company: Pine Valley Water Company	Division: Water
Name: Lance Wischmeier	Phone: [REDACTED]
	Email: [REDACTED]

Nature of Opinion:

Docket Number: W-02181A-15-0216 **Docket Position:**

The rate request seems unreasonable and doubles the water bill for users. Company penalizes people who conserve water but actually give price break to high volume water users. Water loss rate is higher than comparable water company's. Company does not perform scheduled maintenance on water system which explains the reason for their high water loss. They have misrepresented their financials, does not have a reserve fund, claiming a loss for upgraded arsenic issues which should be apart of their operating cost. Pine Valley should have to set up a reserve fund and promote water conservation with a payment rate structure. Conservation should be the priority for this Company.

Arizona Corporation Commission
DOCKETED

Notes

JUL 21 2015

DOCKETED BY	<i>BAM</i>
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Date:

7/21/2015

User:

MBUCK

Submission Method:

Telephone

Type:

Investigation

Docketed/Noted for the record.

Date:

7/21/2015

This record was closed by Michael Buck on 7/21/2015 1:43 PM.