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2015 MAR 23 A 11:13

March 17, 2015

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

MAR 23 2015

Kay Mecca
Arizona Corporation Commission
Docket Administrator
Docket Control

Re: Docket No. W-01812A-15-0049

DOCKETED BY	RC
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To Whom It May Concern,

We have received the above referenced complaint and this is our response.

Mr. Parker called to have a re-read on October 27, 2014. He had received his bill and the usage had gone up to 45,000 gallons. The usage was from September 12th to October 13th. The re-read on October 27th showed that another 22,000 gallons had gone through the meter. He scheduled to have the meter pulled and sent off for testing on November 3rd. Between October 27th and November 3rd, another 8,000 gallons went through the meter. The new meter registered another 8,000 gallons when it was read for billing on November 13th, making the total usage on that bill 38,000. The customer paid \$70 on each bill and left a balance of \$146.26. This is the amount in dispute.

During mediation Al Amezcua with the ACC brought up splitting the disputed amount. Mr. Parker refused. He wants it all removed from his account.

The following items are attached:

- ACC Utility Complaint Form No. 2014-120192
- Response from Utilities, Inc.
- Meter Test Report
- Usage History for Meter which was Tested
- Usage History for New Meter
- Notes on Mr. Parker's Account Copied and Pasted from CC&B (Billing Program)
- E-mail stream from mediation session with Mr. Parker, Al Amezcua, a trainee from ACC Consumer Services, Mary Goldsmith, and Debra Fields

If you have any questions, please feel free to contact me.

Sincerely,

Debra Fields
Area Manager
Bermuda Water Company

dsfields@uiwater.com

a Utilities, Inc. company **Bermuda Water Company**

4544 Highway 95 • Bullhead City, AZ 86426 • P: 928-763-6676 • F: 928-763-3522 • www.uiwater.com

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2014 - 120192

Date: 12/23/2014

Complaint Description: 01A Billing - High/low
01B Billing - Disputed

Complaint By: **First:** Keith **Last:** Parker

Account Name: Keith Parker

Home: (928) 201-5997

Street: 4160 Dixon

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Bermuda Water Company, Inc.

Division: Water

Contact Name: Wendy S Barnett

Contact Phone: (775) 727-5575

Nature of Complaint:

PLEASE PUT A HOLD ON THE DISCONNECT UNTIL THIS ISSUE IS RESOLVED.

Per Mr. Parker he claims that there is something wrong with his account or meter. He averages around 18K to 20K per month for the last year. In the month of October and November of this year he received higher bills than normal. Once the meter was replaced his usage went back to normal. He does not have a leak nor does not understand where the water went. He has a septic system which if he had a leak he would of seen the water and his tank would of overflowed. When he contacted the Utilities Inc all they tell him is pay the bil or we will disconnect you. There is nothing else to do we rely only on the meter test performed by the ACC. Mr. Parker advised the Commission that the company was going to disconnect him anyday now.

What is the status of his account?

Is the Company reading the meter every month correctly?

What other information did the Company provide the customer?

Did the Company provide any and all type of educational information to help the customer understand his bill and the function of the meter?

Please contact the customer and provide the Commission with a written response.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

emailed complaint.

End of Comments

Date Completed:



January 7, 2015

Al Amezcua
Arizona Corporation Commission

Re: Complaint No 2014-120192

Dear Mr. Amezcua,

We have received the above referenced complaint and this is our response.

Q. What is the status of his account? A. Mr. Parker's account balance is \$146.26 as of bill issued on 12/18/14 for service up to 12/11/14. The account is past due for full amount as of 1/5/15. The account has been extended for payment to 1/30/15.

Q. Is the Company reading his meter every month correctly? A. Yes, his meter is read monthly.

Q. What other information did the Company provide the customer? A. Customer's meter was tested by ACC for accuracy. The accuracy of the meter was within ACC required range. The meter test and accuracy of the meter were explained to him.

Q. Did the Company provide any and all type of educational information to help the customer understand his bill and the function of the meter? A. The Company explained to Mr. Parker that he is billed for measured service/usage. It was explained that the usage billed is determined by the amount of water that registers through the meter. It was explained that it is the utility's responsibility to make sure that the meter is operating properly and that is determined by testing the accuracy of the meter. It was explained that the accuracy test on the meter indicated that he had not been over charged for usage. The Company was unable to satisfy Mr. Parker with its findings and the results from the meter test. He was provided a copy of the meter test but was not receptive to the results. He expressed that he wanted the meter tested again. Mr. Parker sent e-mail communication to the utility that he was disputing the test results. See copy of his e-mail communication and the Company reply to it.

Mr. Parker's e-mail correspondence:

I am disputing the test results, I request the results immediately so I can call the ACC FCC and News West and show how you are stealing from consumers.

Company e-mail response 12/22/14:

As per our conversation earlier today I have attached a copy of the meter test that was done by the Arizona Corporation Commission. On that attachment you will see the test results and the address and phone number to the Arizona Commission along with the name of the person to contact regarding this test.

If you have any questions, please feel free to contact me.

Sincerely,

Debra Fields
Area Manager
Bermuda Water Company

dsfields@uiwater.com

a Utilities, Inc. company **Bermuda Water Company**

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ARIZONA CORPORATION COMMISSION

UTILITIES DIVISION

1200 West Washington Street

Phoenix, Arizona 85007

METER TEST REPORT

CUSTOMER NAME: KEITH PARKER

CUSTOMER ADDRESS: 4160 DIXON

FORT MOHAVE, AZ 86426

UTILITY NAME: BERMUDA WATER COMPANY

UTILITY CONTACT: GLENN K

METER REMOVAL DATE: Monday, November 03, 2014 **METER IN READ:** 5480 GALLONS

METER MAKE: SENSUS **SIZE:** 5/8 x 3/4 INCH **SERIAL NUMBER:** 53738846

TEST DATE: Tuesday, November 18, 2014 **COMPLAINT/INQUIRY #:**

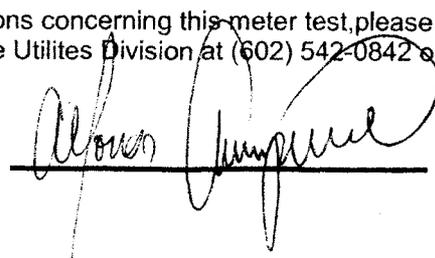
TEST RATE GPM (gallons per minute)	RESULTS (percentage)	RATING PARAMETER * (allowable range: 97% to 103%)
0.25 GPM	68%	BELOW ALLOWABLE RANGE
2.50 GPM	98%	WITHIN ALLOWABLE RANGE
10.0 GPM	98%	WITHIN ALLOWABLE RANGE

*The test results indicate that when the meter registered: ABOVE the allowable range, the customer's account was overbilled at the specified test rate; WITHIN the allowable range, the customer's account was properly billed at the specified test rate; BELOW the allowable range, the customer's account was underbilled at the specified test rate.

The above tests were conducted in accordance with the State of Arizona Administrative Code, Title 14, Rules R14.2.408.F and R14.2.409.E, using the American Water Works Association test standards, calibrated tank and test indicator, approved by the Arizona Department of Weights and Measures.

If there are any questions concerning this meter test, please call Alfonso Amezcua, at the Consumer Services Section of the Utilities Division at (602) 542-0842 or toll-free at 1-800-222-7000.

SIGNATURE: _____





Home Menu History

Read History

Preferences Help Logout You are logged in as Debra Fields

Save Clear Refresh

Meter ID 5181500513 Single Register Water Meter / 53738846 / 53738846 - Retired

Register Information GAL, format 7.0, 1.000000

Filter by Billable Reads Only

Register ID 5181500024

Read Date/Time	Read Difference	Message	Register Reading	Read Type
11-03-2014 12:00AM	8000.000000	Usage: 8,000, Valid Usage: 1,235 - 7,412, Valid Readings: 5473235 - 5479412	5480000.000000	Regular
10-27-2014 12:00AM	22000.000000	Usage: 22,000, Valid Usage: 2,471 - 14,824, Valid Readings: 5452471 - 5464824	5472000.000000	Regular
10-13-2014 07:57AM	45000.000000	Usage: 45,000, Valid Usage: 12,293 - 73,759, Valid Readings: 5417293 - 5478759	5450000.000000	Verified
09-12-2014 07:18AM	23000.000000	Usage: 23,000, Valid Usage: 10,290 - 61,742, Valid Readings: 5392290 - 5443742	5405000.000000	Verified
08-14-2014 09:50AM	22000.000000	Usage: 22,000, no high/low	5382000.000000	Regular
07-14-2014 07:39AM	25000.000000	Usage: 25,000, Valid Usage: 7,909 - 47,455, Valid Readings: 5342909 - 5382455	5360000.000000	Verified
06-15-2014 09:22AM	18000.000000	Usage: 18,000, Valid Usage: 8,250 - 49,500, Valid Readings: 5325250 - 5366500	5335000.000000	Verified
05-13-2014 09:35AM	14000.000000	Usage: 14,000, Valid Usage: 4,667 - 28,000, Valid Readings: 5307667 - 5331000	5317000.000000	Verified
04-15-2014 02:17PM	11000.000000	Usage: 11,000, Valid Usage: 4,278 - 25,667, Valid Readings: 5296278 - 5317667	5303000.000000	Verified
03-13-2014 03:39PM	7000.000000	Usage: 7,000, no high/low	5292000.000000	Regular
02-14-2014 08:55AM	10000.000000	Usage: 10,000, no high/low	5285000.000000	Regular
01-13-2014 03:20PM	10000.000000	Usage: 10,000, no high/low	5275000.000000	Regular
12-13-2013 12:24PM	9000.000000	Usage: 9,000, no high/low	5265000.000000	Regular
11 14 2013 10:02AM	12000.000000	Usage: 12,000, Valid Usage: 50,774 - 204,255, Valid Readings: 5200774 - 5240255	5245000.000000	Verified



Home Menu | History

Read History

Preferences Help Logout | You are logged in as Debra Fields

Save Clear | Refresh

Meter ID 8458281501 Single Register Water Meter / 8430029 / 8430029 - Active

Register Information GAL, format 7.0, 1.000000

Filter by Billable Reads Only

Register ID 8457480200

Read Date/Time	Read Difference	Message	Register Reading	Read Type	Use On Bill
03-12-2015 10:22AM	5000.000000	Usage: 5,000, no high/low	50000.000000	Regular	<input checked="" type="checkbox"/>
02-11-2015 10:05AM	10000.000000	Usage: 10,000, Valid Usage: 4,531 - 27,188, Valid Readings: 39531 - 62188	45000.000000	Verified	<input checked="" type="checkbox"/>
01-13-2015 08:16AM	9000.000000	Usage: 9,000, no high/low	35000.000000	Regular	<input checked="" type="checkbox"/>
12-11-2014 12:12PM	18000.000000	Usage: 18,000, Valid Usage: 4,345 - 26,069, Valid Readings: 12345 - 34069	26000.000000	Verified	<input checked="" type="checkbox"/>
11-13-2014 08:59AM	8000.000000	Usage: 8,000, Valid Usage: 1,765 - 10,588, Valid Readings: 1765 - 10588	8000.000000	Verified	<input checked="" type="checkbox"/>
11-03-2014 12:10AM	0.000000	No prior reading	0.000000	Regular	<input checked="" type="checkbox"/>

4160 Dixon - Notes on Account 12-22-14

10:21 AM

Keith called to check on meter test results. I advsd results no back yet. Go ahead and pay on current bill. Check back // I've emailed ops for updateCustomer called back after being on hold for 20 minutes customer waiting on results on the meter test in the time period received collection letters and LPC waived LPC waiting on test per Mary test was sent to Sam not in E-file but she stated:

Mary email. - have notes on the account dated 11/20/2014 regarding the results:

10:48 AM

11/20/2014 RECEIVED RESULTS FROM THE ACC REGARDING THE METER TEST. METER REGISTERED BELOW ALLOWABLE RANGE AT A SPECIFIC RATE SO THE ACCOUNT WAS UNDERBILLED. CUSTOMER WILL NOT BE CHARGED THE METER TEST FEE AND THEY ARE NOT DUE AN ADJUSTMENT. EMAILED RESULTS TO SAMANTHA.

**went over this with her and he wanted me to use common sense looking at his history. Advise customer common since has nothing to do with meter test. Mary sent me meter test and I have Efiled it. He wanted supervisor advised that the next person he will talk to is HD - Linette answered and took the call.Kim-FL

10:55 AM

Kim trans. Keith to me on HD. He is upset that we are charging him for 2 high bills and the test came back that we are under billing him, and he stated that the lowest months are Oct. and Nov. I told him we do bill in arrears and went over the last 3 bill service dates. He states it's common sense when we look at his usage history that he did not use all the water we claim he did. We stated he didn't make repairs and there was absolutely nothing different done. Stated now that the meter has been changed his bill went back down to normal. He said we are ripping him off. He wants the meter tested again. I emailed Mary . She said this was tested by Arizona Corporation Commission. I told Keith we cannot do another test and that this was tested by ACC. If he has any issues then he needs to contact them directly because that is who did the test. I told him I would email him a copy of the test results. He said he will NOT pay the bill, he will go to the commission and to the media with this. I said ok I will email him the info.

12:15 PM

Keith emailed UI from keith.parker@tristateto.com

COPY OF EMAIL:

I am disputing the test results, I request the results immediately so I can call the ACC FCC and News West and show how you are stealing from consumers

MY REPLY:

Mr. Parker,

As per our conversation earlier today I have attached a copy of the meter test that was done by the Arizona Corporation Commission. On that attachment you will see the test results and the address and phone number to the Arizona Commission along with the name of the person to contact regarding this test.

I attached a copy the meter test results and the original email I did send earlier to coachparker44@gmail.com

Debbi Fields

From: Rebecca Oscarson
Sent: Monday, February 09, 2015 12:38 PM
To: Debbi Fields
Cc: Wendy Barnett; Mary Goldsmith; Samantha R. Tackett
Subject: RE: ACC Complaint Keith Parker

Debbi, I spoke with Mr. Parker, he is not happy as I told him we would not do anything about his bill. I explained that the water went through his meter, we had the meter tested and it was fine. I told him I can only make decisions based on the facts. He didn't agree and will file a formal complaint with the ACC.

ro

From: Debbi Fields
Sent: Friday, February 06, 2015 8:32 AM
To: Rebecca Oscarson
Cc: Wendy Barnett; Mary Goldsmith; Samantha R. Tackett
Subject: FW: ACC Complaint Keith Parker

I spoke with Al from the ACC this morning. Mr. Parker wants to talk to someone instead of the Arizona office. I gave Al your number.

From: Wendy Barnett
Sent: Friday, January 23, 2015 10:48 AM
To: Debbi Fields; Rebecca Oscarson
Cc: Mary Goldsmith; Samantha R. Tackett
Subject: RE: ACC Complaint Keith Parker

Let him file the formal complaint. Wendy

Wendy Barnett
President
Utilities, Inc., Arizona / Nevada
Office: 775.727.5575 Ext 1210
Cell: 775.253.0422

From: Debbi Fields
Sent: Friday, January 23, 2015 8:34 AM
To: Wendy Barnett; Rebecca Oscarson
Cc: Mary Goldsmith
Subject: ACC Complaint Keith Parker

Good morning,

Al Amezcua from the ACC called Mary and I yesterday and dialed in Keith Parker. Mr. Parker was the customer who had his meter tested and didn't agree with the results. At extremely low flow (.25 gpm) the meter registered 68% which is low and means at that flow, the customer was being undercharged for any usage. The other two flows 2.5 gpm and 10 gpm registered within the allowable 3%. Both of them were a little over 98%.

Al said Mr. Parker had other questions such as do we really read the meter, why are there two meters in the box, etc. We all answered him. He kept saying that we were billing up. He said the meter was wrong because it was registering low at the low flow rate and wanted to know why we trusted the meter to determine his bill. Al explained to him that we couldn't have someone there 24/7, we used meters. He responded that we should use common sense and go by his previous usage. He wants that whole bill credited back to his account. Al said in a dispute, the water company could agree to split the bill but the water went through the meter. He kept saying he didn't the \$150 would break the company. Al said it was a matter of treating all customers the same. So, if he does not get what he wants, he will file a formal complaint with the commission. Al explained that the hearing officer would look at all the evidence and if they kicked it out, it was done. He told Mr. Parker the proof was on the customer. Mr. Parker kept saying his septic tank couldn't hold 45,000 gallons of water. I tried to explain how a leach field/septic system worked. He is going to file a complaint with the FCC and others.

I am totally leaving this in your hands.