

I-02274A-15-0285



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Arizona Corporation Comm

ORIGINAL

Utilities Complaint Form

RECEIVED

Investigator: Michael Buck

Phone: <<< REDACTED >>>

2015 SEP - 9 AM 11:45  
Completion Date: 9/8/2015 4:52 PM

Priority: Please respond within 5 business days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion Number: 2015 - 125330

Opinion Codes:

Opinion Date: 9/8/2015 4:45 PM

Rate Case Items - Opposed

First Name: John and Rebecca

Last Name: Justus

Account Name: John and Rebecca Justus

Street Address: <<< REDACTED >>>

City: Camp Verde

State: AZ

Arizona Corporation Commission

DOCKETED

Zip Code: 86322

<<< REDACTED >>>

SEP 09 2015

Company: Verde West Irrigation dba Harold W. Bullard

DOCKETED BY

Division: Irrigation

Dane Bullard

<<< REDACTED >>>

N

<<< REDACTED >>>

Nature Of Opinion:

Docket Number: I-02274A-15-0285

Docket Position: Against

Our comments for consideration:

1. In the application dated August 6, 2015, it is stated that the pump hadn't been pulled or serviced in over 20 years.
2. It is the company owners responsibility to maintain all equipment in good working order to its customers.
3. To fail to perform any scheduled maintenance on the equipment for over 20 years is not something the irrigation customers will be all to pleased to hear.
4. We had a rate increase last year which was explained as a lot adjustment. Where did those additional funds go, obviously not to maintenance.
5. The customers of the ditch only receive water for 8 months, but pay for 12. The company doesn't pay for electricity during the 4 months it doesn't run. What does it do with the 4 months of revenue it receives when it is not pumping water, not cleaning out over grown or abandoned ditches so we get a steady flow of water, especially if there are abandoned properties bordering your land, or performing maintenance?
6. The current owner took on this company from his mother. He lives in Phoenix. We live in Camp Verde. He is unaware of what is going on.  
  
Understandably he took on alot of issues, but to pass them on to the customers is wrong. It is the owners liability, not the customers when parts or equipment break down. Our responsibility is to clear our ditches and pay our water bill...period.
7. There are many full and part time residents who are behind in their payments. If the owner would collect he would have some of the money he needs, rather than placing liens on their properties. This is something we've heard alot in the 10 years since we've lived here. No one collects..they just put a lien.
8. When someone does complain, <<< REDACTED >>> , who lives in the neighborhood, is called to bring in his

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## Arizona Corporation Commission

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backhoe to clean a ditch or in this case, to clear the rocks from the pump. Did anyone ever think for a second to get another estimate for his or any of the other companies charges? Seems like all that is ever done is to just call Don!

You are welcome to contact us at anytime.

Let us be clear this is not an attack on any individual, as we have included names of some neighbors.

This is a "good ol' boy" environment in which they all stick together.

We are outsiders, but have lived here a little more than 10 years and knew the previous owner well.

We want what is fair for all the customers that share the water rights.

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#### Notes:

Date:	User:	Submitted By:	Note Type:
9/8/2015	Michael Buck	Email	Investigation

Docketed and filed for the record. CLOSED

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Date:	User:	Submitted By:	Note Type:
9/8/2015	Michael Buck	Telephone	Investigation

Inquiry No. 125331 sent to the Company.

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