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May 18, 2015

My name is David Williams and I co-own 3655 & 3675 S Riverside Dr. In addition to being a homeowner, I am also on the Board of Directors for our homeowner association.

I want to begin my statement by referring to ARS 38-431.09, Declaration of public policy, which states "It is the public policy of this state that meetings of public bodies be conducted openly and that notices and agendas be provided for such meetings which contain such information as is reasonable necessary to inform the public of the matters to be discussed or decided." Please note that:

1. Lake Verde Water Company was ordered to provide a copy of the public notice to its customers no later than April 27, 2015. Public Notice was not delivered until April 28 when an incomplete notice was taped to each front door.
2. The Public Notice was to provide information as to where the application was available. The section COMPANY INSERT HOW AND WHERE AVAILABLE was left just like that. No information on how or where it was available was provided. This seems to both improper and inadequate public notice according to the Procedural Order submitted by Judge Harpring.
3. Nowhere in the Public Notice is there reference to the installation of individual RO/Point of Use systems. In talking with representatives of Lake Verde Water Company, it was the communities understanding that a centralized arsenic plant would be built.
4. Making a vague reference toward the end of the notice to go to the Commission's website "e-docket" system for more information was not appropriate. How many average consumers know how to read and interpret legal documents of this nature? This is also coupled with the fact that we have no cabled high speed internet in our community and many of our residents do not have internet access at all.
5. Staff themselves state that they are making an emergency rate request based on a lack of evidence. It is unjustifiable to charge customers rates when they have not audited records nor completed an adequate bill count.

In addition, I am completely opposed to having RO systems in our homes. In addition to the demineralization of the water, these systems are very wasteful. There are several gallons of waste water for every 1 gallon of RO water. That is gallons of waste in a State where we cannot afford to waste water.

I also do NOT understand the recommendation to abandon one of our wells. It leaves us in a very vulnerable position.

In their report, Staff recommends the approval of the \$126,000 WIFA loan for an Arsenic Removal Plant.

Then two paragraphs later, Staff makes a unilateral decision to have Lake Verde Water Company install under sink RO units in each home. All of this being decided without ANY community input.

Our community is not a typical production built subdivision with consistent construction standards. All were all either homeowner or custom built. To try to successfully install RO systems in each home is both unrealistic and foolhardy.

Gaining and coordinating access for the initial installation, ongoing maintenance, and emergency repairs would be monumental. Who is going to do that? What about the risk and liability of leaks and mold.

DOCKETED BY
[Signature]

MAY 18 2015

ORIGINAL

Arizona Corporation Commission
DOCKETED

RECEIVED
MAY 18 4:10
DOCKET CONTROL

Why would any water company want to assume liability for someone entering a home to do unwanted work and then have the liability for a mechanical system that will breakdown? Is the water company licensed, bonded and insured to do work beyond the meter?

We very much want safe water. The responsibility for the water delivery system, however, should stop at the individual property meter.

Judge, we respectfully request that you override the Staff recommendation for individual RO systems in each home and that an Arsenic Treatment Plant be installed to serve our two wells. Thank you.



J. David Williams

May 18, 2015

My name is Susan Williams and I co-own 3655 & 3675 S Riverside Drive. In addition to being a homeowner, I am the elected homeowner association treasurer.

Although addressing this Arizona Corporation Commission as a lay person, I am passionately concerned about the health and welfare of my family and my community.

My husband and I purchased 2 contiguous homes in this community so that our friends and family could visit us often. We spent over \$100,000 remodeling both homes, including gutting and replacing both kitchens. We did not include RO Systems or the ability for future expansion to RO Systems in our remodel.

We have installed granite and Corian countertops and a large porcelain farm sink and an expensive stainless steel sink in our homes. To now allow someone to come in and drill holes in our kitchen and take up valuable cabinet space for a system that we don't want seems utterly inappropriate. Who will be responsible for any damage caused during a forced and unplanned retrofit? Is the contractor willing to bear this responsibility? And who is responsible for our cabinets and flooring in the event of a leak? Surely it should not be our burden.

This issue, however, is overshadowed by the much larger concern for our health. Although originally popular, RO Systems have come under scrutiny as they are known to strip not only the bad, but also the good, from water, including Iron, Calcium, Manganese and Fluoride. There are many elderly and many young people who live in our community. For anyone not getting all of the nutrients they need through the food that they consume, this can be a significant health issue as that could leave people prone to vitamin and mineral deficiencies.

That coupled with the fact that the World Health Organization report on water sanitation and demineralization has determined that cooking with Demineralized water causes substantial loss to all essential elements from foods such as vegetables, meats and cereals, including up to a 60% loss in Magnesium and Calcium, 66% for Copper and 70% for Manganese (Dr Jacqueline Gerheart, University of Washington's Health Family Medicine Physician, 2011 <http://www.uwhealth.org/news/dr-jacqueline-gerhart-theres-good-and-bad-to-using-reverse-osmosis-water-systems/36710>), again reinforces that this RO solution is simply unacceptable.

I have with me petitions signed by half of the water company customers stating that they do NOT want a Point of Use RO System in their home. I am here to implore you to reverse the decision of forcing a Point of Use Reverse Osmosis system on us and our neighbors in favor of a systemic Arsenic Treatment plant solution which we know is both possible and attainable.

Thank you.



Susan Williams

Lake Verde Water Company Customer

I do not approve of a "Point of Use" unit, also referred to as a reverse osmosis unit installed in my home.
 I also do not agree to my privacy being invaded by allowing Lake Verde Water Company to enter my home for purposes of maintaining a Point of Use unit.

Date	Printed Name	Signature	Address
5-16-15	DANIEL JAKE CECIL		753 River Glen Dr. 86322
5-16-15	Tristen Wayne Griffith James	Tristen W. Griffith James	156 E. Terrace Ln Camp Verde AZ 86322
5-16-15	SAMUEL L. SOEWILZ		733 E. RIVERSIDE DR CAMP VERDE AZ 86322
5-16-15	Linda Sibell		736 E TERRACE LN Camp Verde, AZ 86322
5-16-15	Gary Sibell		736 E Terrace Ln Camp Verde, AZ 86322
5-16-15	JASON GARSIDE		587 GAIL LANE CAMP VERDE AZ 86322
5-16-15	NORM RASK Norm Rask		723 River Glen DR Camp Verde, AZ 86322
5-16-15	MARLYS BROWN Marly Brown	Marly Brown	763 RIVER CREST C.V. 86322
5-16-15	ARTHUR C. JENKINS		492E LAMARCIA DR. CAMP VERDE, AZ 86322
5/16/15	ROBERT TANASEWICZ		572 EAST LAMARCIA
5/16/15	Kelly Blevins		633 E Lamarcia Dr. Camp Verde, AZ 86322
5/16/15	Jim Dewar		722 E. LAMARCIA. CAMP Verde
5/16/15	Bob Esser		742 E LAMARCIA Dr Camp Verde
5/16/15	Stephanie Serrett	Stephanie Serrett	743 E. Lamarcia Dr. Camp Verde, AZ 86322
5/16/15	CAROL SATHERN	Carol E. Satheren	3125 S RIVERSIDE 86322

