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MAY 27 2015

ARIZONA CORPORATION COMMISS.

DOCKETED BY **DAB**

UTILITY COMPLAINT FORM RECEIVED

Investigator: Carmen Madrid

Phone: 2015 MAY 27 A 9 Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122515

Date: 5/26/2015

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: **Stephen Duxbury**

Account Name: Stephen Duxbury

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Arizona City

CBR:

State: AZ Zip: 85123

is:

Utility Company. **Great Prairie Oasis d/b/a Sunland Water Co.**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*

Stephen Duxbury

Stephen Duxbury Closing

I would like to thank the Utilities Division for taking the time to hear my comments, and ask the members of the Arizona Corporation Commission, Utilities Division, to reflect on their own mission statement while considering my words. "Recommend thoroughly researched, sound regulatory policy and rate recommendations to the commissioners, which are based on a balanced analysis of the benefits and impacts on all stakeholders and are consistent with the public interest."

Sincerely,

Steve Duxbury

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Stephen Duxbury

ARIZONA CORPORATION COMMISSION  
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Stephen Duxbury for Reason 1

Effective long-term corrective measures to the extremely poor water quality. I continue to have brown water from my tap. The household experiences dry, itchy skin and a persistent rash after contact with the water. This is after spending \$2500 on dual water filtration systems for whole house and drinking water purposes. Filters are supposed to last 6 months for a household of 5. However, we average a filter life of 6 weeks and only have 2 people regularly using the water. In addition, the poor quality of the water causes increased maintenance on everything from faucets, pipes, hot water heaters dishwashers, washing machines, pool equipment and the pool itself. The average cost of repairs to this equipment, is nearly five times higher than any of my previous properties. Without a written plan to increase the water quality, I oppose any requested rate hike by Sunland Water Company, or its parent company, Great Prairie Oasis LLC.

See next post for reason 2

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Stephen Duxbury

Stephen Duxbury for Reason 2

Consistent water pressure, which has not been fixed in my nine (9) years as a customer. I have yet to have a month go by without several days of low, or no, water pressure. In talking with others in the neighborhood, it is a common problem throughout the 86 properties served by Sunland Water Company in the Brookside Farms community. In addition, this lack of water pressure makes it impossible to consider fire hydrants, of which there are none (0), to serve the community in the event of a house fire. This reality will not change without a written plan to increase the water pressure for the community. Therefore, I urge the commission to oppose any requested rate hike by Sunland Water Company or its parent company, Great Prairie Oasis LLC.

See next post for reason 3

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Stephen Duxbury

Stephen Duxbury for Reason 3

The creation of a long-term, stable infrastructure. As others have mentioned in their comments to this division (See comments by Dennis Calahan and Candy Crum), leaks go unfixed for months to upwards of a year. The delivery system is substandard and the customers endure low/no water pressure, giant sinkholes, and flooding in the streets and properties. When asked about the delay for making any repair the standard response is "the part is not a standard part" or, "the part has to be special ordered." Meanwhile, it is common to see streets torn up with cones surrounding sinkholes capable of damaging cars and injuring pedestrians. Many of these sinkholes are in the middle of the roadway and it is common to see steady streams of water flowing from them. Without a written plan to address the introduction of a stable infrastructure for the water system and the community, I must oppose the rate hike request.

Next post for Stephen Duxbury Closing

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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Opinion noted and filed in Docket No. W-04015A-15-0083  
\*End of Comments\*

Date Completed: 5/26/2015

Opinion No. 2015 - 122515

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