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Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Completion Date: 9/25/2015 3:31 PM

Opinion Number: 2015 - 125623 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Opinion Date: 9/25/2015

First Name: Kathy Last Name: Hamilton Account Name: Kathy Hamilton

Address: <<< REDACTED >>>

City: Green Valley State: AZ Zip Code: 85614

Home: <<< REDACTED >>> Cell: <<< REDACTED >>>

Company: Quail Creek Water Co., Inc. Division: Water  
Steve Soriano Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-02514A-14-0343 Docket Position: Against

In June, Mr. Soriano, representing Quail Creek Water Company (a Robson company) contacted me and offered to exchange my 1" water meter for a 5/8" meter. I contacted the Sahuarita Planning and Building Department to determine if this was a viable option. They told me that not all homes in Sahuarita with fire suppression systems have 1" water meters, and that QCWC makes the decision regarding meter sizes. They also provided the names of three companies that perform tests to determine if exchanging meters was a viable option.

Attached is a letter from the Town of Sahuarita Building Safety Manager regarding the confusion about the Sahuarita code requirements.

There are two components. The first is whether or not a fire suppression system is required by local code. This is determined by combined size of house, covered patio, garage, and sometimes a casita. It has nothing to do with the number of water fixtures or anticipated water usage. The second component is what is required to support the fire suppression system.

At the public hearing regarding the QCWC rate case, Mr. Soriano stated that the builder (also Robson) had no options other than to install 1" water meters in homes they build that are required to have fire suppression systems. As stated in the letter from the Sahuarita Planning & Building Department, "Installing fire sprinklers does not determine that 1" water meter is required" and "The water company may require a certain meter size since this is part of their system."

Home buyers are not informed when purchasing certain homes from Robson (the builder) that they will incur additional monthly costs because the Quail Creek Water Company (also Robson) or their engineer/designer "chooses: to meet fire suppression system requirements through the installation of 1" meters.

Based upon this, I do not fee it is fair for QCWC customers with 1" meters to pay both a significantly higher monthly fee and higher base rates for water usage.

Please include these additional comments along with the supporting documentation (letter from Sahuarita).

DOCKETED

SEP 28 2015

DOCKETED BY [Signature]

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**W-02514A-14-0343**

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Sincerely,

Kathy Hamilton

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August 20,2015 (Sahuarita Planning and Building Department)

Dear Quail Creek Residents,

The Town of Sahuarita has been receiving phone calls from Quail Creek residents regarding 1" water meter requirements. Installing fire sprinklers does not determine that a 1" water meter is required per the Town's adopted code.

The meter size is calculated by the engineer/designer based on the amount of fixtures, flow rate, total pipe length and water pressure.The meter size can vary depending on these conditions.

For example:

- One model plan drawing shows a minimum 1" water meter is required when plumbing options are built whether a sprinkler system is installed or not. Some option examples are adding an additionalbathroom,laundry sink or shower.
- Another model plan drawing shows a minimum 3/4" water meter required when installing a sprinkler system.
- The water company may require a certain meter size since this is part of their system. Please let me know if you have any questions and I will be glad to meet with you to discuss. Kind regards,

Pam Little

Building Safety Manager

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
9/25/2015	Michael Buck	Telephone	Investigation
Docketed and noted for the record. CLOSED			

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