

I-02274A-15-0285

# Arizona Corporation Commiss



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## Utilities Complaint Form

Investigator: Jenny Gomez

Phone: <<< REDACTED >>>

Completion Date: 9/18/2015 4:11 PM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 125499

Opinion Codes:

Opinion Date: 9/18/2015 2:53 PM

Rate Case Items - Opposed

First Name: David

Last Name: Boily

Account Name: David Boily

Street Address: <<< REDACTED >>>

City: Camp Verde

State: AZ

Zip Code: 86322

Company: Verde West Irrigation dba Harold W. Bullard

Division: Irrigation

### Nature Of Opinion:

Docket Number: I-02274A-15-0285

Docket Position: Against

DOCKET NO. I-0227S-15-0285

RESPONSE TO NOTICE OF THE  
HEARING ON THE APPLICATION FOR  
VERDE WEST IRRIGATION EMERGENCY  
RATE INCREASE

(DOCKET NO. I-02274a-15-0285)

RECEIVED  
2015 SEP 21 A 10:39  
CORP COMMISS  
DOCKET CONTROL

Notification of said Hearing was received on September 4, 2015. Just short of a month (30 days) after filing date of August 6, 2015.

I feel there are some facts to be disclosed for the decision process of granting or denying this RATE INCREASE request.

I understand that the Water Rights for irrigation purposes is in the Property Deed to for approximately two hundred (200) Deeded Properties of various sizes.

Arizona Corporation Commission

DOCKETED

SEP 21 2015

DOCKETED BY	<i>LS</i>
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ORIGINAL

# Arizona Corporation Commission

## Utilities Complaint Form

The pump involved, for my section of properties, pumps water from the river to a holding pond. The water sits for the gravity demand to occur suppling the water through pipes to the individual properties.

In July, 2013, just over two (2) years ago from this requested Rate Increase of August 6, 2015 a twenty-five percent (25%) increase was levied per month. The amount then was \$13.12 to \$16.40 per month without prior notice of the event. This fee does not cover water but only the delivery process.

The delivery service are normally stopped in late October to approximately April each year. This is six (6) months of paying for no services as required for fear of liens to one's property for not paying. This increases the service fee, in my view, to \$32.80 per month for when the service is available.

This year the pump was in need of repair as it failed to work. Service was not available for June and July an additional 2 months. Now the area was without irrigation services for a total of eight (8) months while still paying the \$16.40 required each and every month.

Plants and trees died for what seemed to be an eternity for the pump to be put back on line. I guess negotiating the services to put the pump back in place took longer than planned.

I guess my question is, What does Verde West Irrigation do with all that monthly income. Not having a contingency fund for repairs and/or unexpected events is not normal business practice in my view.

It look like this request by Verde West Irrigation is an effort to mitigate the owner's business risk to none. All businesses have some element of risk that is why Insurance Companies exist. I'm sure the expense of the maintenance is deductible from business expenses.

I am not in favor of price rate increases since the last one was more than enough to cover contingencies if managed properly.

David Boily

8th day of September, 2015

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**Notes:**

<b>Date:</b>	<b>User:</b>	<b>Submitted By:</b>	<b>Note Type:</b>
9/18/2015	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

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I-02274A-15-0285

## Arizona Corporation Commission

### Utilities Complaint Form

**Investigator:** Carmen Madrid

**Phone:** <<< REDACTED >>>

**Completion Date:** 9/18/2015 4:57 PM

**Priority:** Please respond within 5 business days

**Opinion Number:** 2015 - 125507

**Opinion Codes:**  
Rate Case Items - Opposed

**Opinion Date:** 9/18/2015 4:53 PM

**First Name:** Richard & Betty

**Last Name:** Norred

**Account Name:** Richard & Betty Norred

**Street Address:**

**City:**

**State:**

**Zip Code:**

**Company:** Verde West Irrigation dba Harold W. Bullard

**Division:** Irrigation

Dane Bullard

<<< REDACTED >>>

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#### Nature Of Opinion:

**Docket Number:** I-02274A-15-0285

**Docket Position:** Against

Richard and Betty Norred

Camp Verde, AZ 86322

September 15, 2015

TO: ARIZONA CORPORATION COMMISSION Consumer Services Section

1200 West Washington Street

Phoenix, AZ 85007

RE: DOCKET NO. I-02274A-15-0285

We are participants in Verde West Irrigation at \_\_\_\_\_, Camp Verde, AZ. We purchased our property in 1992. Years ago, Peggy Bullard was running the company and she did a good job. She was responsive to complaints almost immediately, often toting a shovel herself to problematic sites along the ditches. Her son, Dane, is the complete opposite. He never answers his phone or returns calls. He consistently puts us customers off. For those of us who have put gardens and orchards on our property, we are faced with seeing our food sources dry up and die in the summer heat. Most of the neighbors are retirees and working people in middle or lower income brackets.

We have lost fruit trees in the past due to lack of irrigation water. Using domestic well water is not an option due to the presence of minerals that are not beneficial to fruit trees. We are faced with loss of more of our orchard, as well as paying for

a service that is not being provided. We have to pay a monthly rate even though we only get water for 6 or 7 months of the year. We have grandfather rights to river water dating back to the 1890's.

This system is at least 40 years old. Some form of savings should have been accumulated for repairs over the years

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## Arizona Corporation Commission

### Utilities Complaint Form

this family has been running it. He takes his time on repairs and makes excuses to the corporation commission and others about the delay. Sometimes it takes two weeks or more to repair a broken pipe,

because of the methods he uses to expedite the repair. The whole system is shut down.

Regarding the recent pump repair, he chose to send the pump to Phoenix when there was a local pump repair company which could have expedited the repair. We were without irrigation for June, July and part of August this summer. Mr. Bullard should be required to have a bank account set aside for such repairs. My husband was a journeyman power plant mechanic. They always repaired power plant pumps (and other equipment) in a timely manner. Based on this experience, he knows that it should not take more than a week to repair a pump.

Mr. Bullard has not upheld his side of the Agreement and provides extremely poor service to NO SERVICE AT ALL to us users. He seems more interested in making money than doing his job. He does not respond to issues nor expedite repairs in a timely manner, leaving us water users in limbo. What kind of timely general maintenance of the system has he ever scheduled for this system? Does he intentionally drag his feet in order to save on electricity?

Since Mr. Bullard has failed to uphold his part of the agreement, I request that the corporation commission grant the water users at least a refund, or not charge them, for the three months this summer. Furthermore, we would all be better served and perhaps finally get our money's worth, if the corporation commission appointed another entity (perhaps the water users themselves) to run this vital irrigation system.

We will not be able to personally attend the hearing, but appreciate the commission's consideration of this letter.

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#### Notes:

Date:	User:	Submitted By:	Note Type:
9/18/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. I-02274A-15-0285

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