

**ARIZONA CORPORATION COMMISSION  
FORMAL COMPLAINT FORM  
FORMAL COMPLAINT**

W-01539A-16-0353



COMPLAINANT Jeff Stapp	COMPLAINT NUMBER 133682	PHONE 623-572-716
ADDRESS 20371 N. 89th Drive Peoria, AZ 85382	PHONE (WORK)	
NAME OF RESPONSIBLE PARTY Jeff Stapp	ACCOUNT NUMBER 2619	
NAME OF UTILITY Rose Valley Water	ORIGINAL	

**GROUND(S) FOR COMPLAINT:** (COMPLETE STATEMENT OF THE GROUND(S) FOR COMPLAINT. INDICATING DATE(S) OF COMMISSION/OMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)

In the summer of 2013, Rose Valley water began to harass me about a bush planted in my front yard near their meter box. They claimed they could not access the meter, even though the meter was clear of obstruction and they had unabated access to it (Please see picture #1). This bush had been there for 12 years, since the house was built. Now all the sudden it had become a problem for Rose Valley. In August of 2013 Rose Valley sent me a letter stating if I did not remove the bush they would terminate my service. On August 13, 2013 I filed a complaint against them and asked the Corporate Commission to set a meeting between us for resolution. After filing the complaint and asking for a mediation, Rose Valley took it upon themselves to completely remove the bush themselves. It was clear retaliation for filing the formal complaint. They had no right to do that after I asked for mediation. On October 2, 2013 a meeting was set at the ACC with Trish Meeter. The result of the meeting was that I agreed to keep the bush trimmed and they would stop harassing me and leave the bush alone. In August of 2015 Rose Valley sent me a letter saying the bush in the way and I needed to trim it. I complied. In May of 2016 I received another letter stating the bush need to be trimmed. I complied. So over 3 years time, the bush was "non-compliant" twice (according to Rose Valley). In both circumstances, I trimmed the bush (see pic 2). On July 27, 2016 Gary Brasher (President) sent me an email thanking me for trimming the bush back and assuring me they would not turn my water off. Two days later, they shut my water off! I was unable to shower or get ready for work and missed a VERY important meeting with a client. I almost got fired. They refused to turn my water on unless I payed a \$35 dollar reconnect fee. I paid the fee and Rose Valley turned my water back on at the end of the day. Nothing was done to the bush, it remained the same as before. So this was not about the bush, this was about extorting money from me. If they didn't have access to the meter, how did they shut it off? See attachment for additional information

**NATURE OF RELIEF SOUGHT:** (USE ADDITIONAL PAGE IF NECESSARY.)

This is nothing more than pure harassment from Rose Valley in retaliation for filing a formal complaint. I ask the ACC to afford me equal protection under the law. I want equal and fair treatment that is given to my neighbors. Either Rose Valley holds everyone to the same standard, or they need to stop singling me out for retribution. I want an injunction against Rose Valley from terminating my service and I want to keep my 15 year old bush. Why am I being held to a standard that nobody else is? Why am I being singled out and harassed when nobody else is? The statute states that I must give them "unabated access" to the meter and I have. The pictures provided clearly show no obstructions, no need to move anything in order to read the meter. If they couldn't access the meter, how did they shut my water off??? In fact, the meter has a wifi transmitter that sends an electronic signal to the readers hand held. There is no need to physically lift the meter lid anymore. Therefore the bush should not be a problem.

SIGNATURE OF COMPLAINANT OR ATTORNEY

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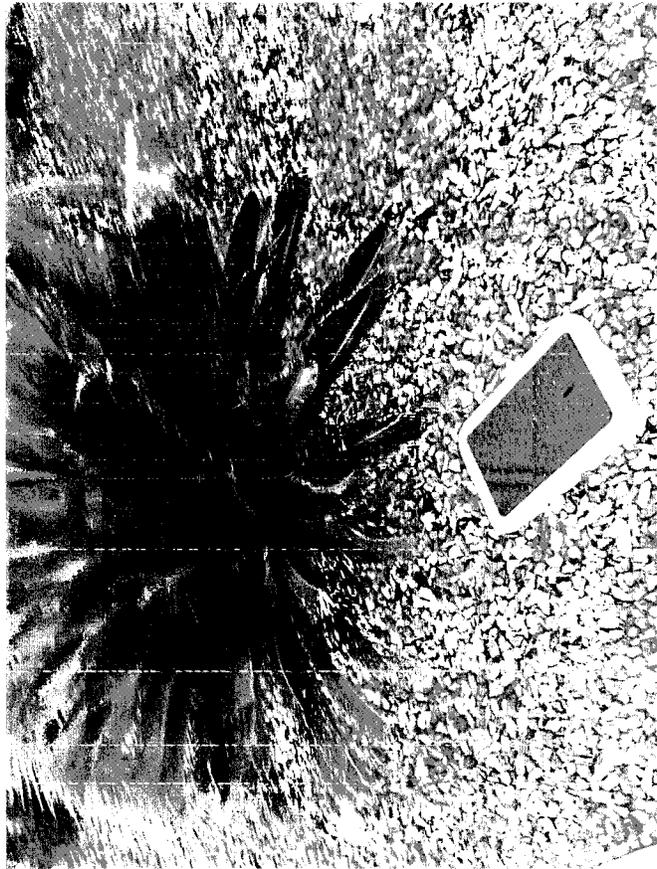


PIC 1 – This is my bush before trimming. As you can see, they have “unabated” access to it.

This is my bush after being trimmed up. This is what it looks like 90% of the time. This is what it looked like when Mr Basher thanked me for trimming it and assured me they would not disconnect my service. Two days later they disconnected my service and held me hostage until I paid a \$35 reconnect fee.



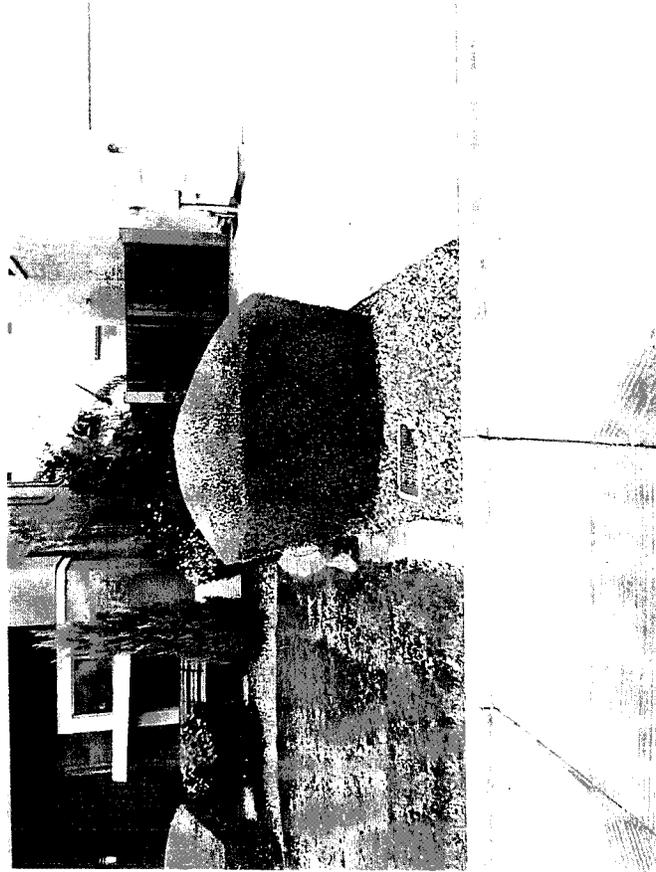
Pictures of my neighbors-they still have water



Pics of my neighbors



Pics of my neighbors



# Pics of neighbors



Pics of my neighbors

