

ORIGINAL

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ARIZONA CORPORATION COMMISSION

October 28, 2016

To: Docket Control

RE: BROOKE WATER, LLC. - Customer Comments

Docket No. W-03039A-16-0322
W-03510A-16-0322

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2016 OCT 28 A 11:10

Please docket the attached with 4 customer comments regarding the above file case.

Customer comments can be reviewed in E-Docket under the above docket number.

Arizona Corporation Commission

DOCKETED

OCT 28 2016

Filed by: Utilities Division-Consumer Services

DOCKETED BY *[Signature]*

W-03510A-16-0322

W-03039A-16-0322

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 10/27/2016
Opinion Number: 2016 - 135305 **Priority:** Respond within 5 business days
Opinion Codes: Quality of Service - Can't Reach Company **Closed Date:** 10/27/2016 10:52 AM

First Name: Marlene **Last Name:** McClary **Account Name:** Marlene McClary
Address: <<< REDACTED >>>
City: Parker **State:** AZ **Zip Code:** 85344
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>> **Home:** <<< REDACTED >>>

Company: Brooke Water, L.L.C.

Nature Of Opinion

Docket Number: W-03039A-16-0322

Docket Position: For

I have been a resident of Marina Village in Parker Arizona for approximately 10 years now. The water quality is very questionable, smells, and is not very clean. The customer service leaves so much to be desired as it is nearly impossible to speak to a real person. I feel that some sort of accountability is needed. Very poorly run company.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/27/2016	Trish Meeter	Telephone	Investigation
docketed			

N-03039A-16-0322

W-03510A-16-0322

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 10/27/2016
Opinion Number: 2016 - 135299 **Priority:** Respond within 5 business days
Opinion Codes: Quality of Service - Can't Reach Company **Closed Date:**

First Name: Pat **Last Name:** Bongers **Account Name:** Pat Bongers
Address: <<< REDACTED >>>
City: Parker Dam **State:** AZ **Zip Code:** 85344
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Brooke Water, L.L.C.

Nature Of Opinion

Docket Position: For

We purchased our home in July 2015. On the advise of neighbors we overpaid our bill each month because we heard Brooke would turn off the water promptly even if we were a day late paying the bill or a penny short. We found this to be so because of a mix up at Brooke. Turns out our payment was being applied to another account. BROOKE WATER IS DIFFICULT TO GET AHOLD OF. I finally did and discovered part of the problem - they only have 3 employees in the office handling phone calls and emails (Jose is very kind and helpful when he does pick up). THEY NEVER RETURNED A CALL - I always had to keep calling them over and over again. It took months and several phone calls before this was resolved. We ended up putting a note where the water was turned off that also asked the "tech" to call before turning off the water due to this issue. Because of this I am hesitant to send payment when I get a bill. I always call and call until I get ahold of someone (usually Jose) and confirm that I am paying for my address, etc. Brooke Water has issues and needs to address them. They are very responsive to turn off the water but SLOW to resolve issues. Thank you - Pat

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/27/2016	Trish Meeter	Telephone	Investigation

docketed in consolidated docket W-03039A-16-0322 and W-03510A-16-0322

W-03510A-16-0322
W-03039A-16-0322

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 10/26/2016
Opinion Number: 2016 - 135291 **Priority:** Respond within 5 business days
Opinion Codes: Quality of Service - Customer Service Contact **Closed Date:** 10/26/2016 10:14 AM

First Name: Gerald/Jackie **Last Name:** Roza **Account Name:** Gerald/Jackie Roza
Address: <<< REDACTED >>>
City: Parker Dam **State:** AZ **Zip Code:** 85344
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Brooke Water, L.L.C. **Division:** Water

Nature Of Opinion

Docket Number: W-03039A-16-0322

Docket Position: For

1) We pay a high price for water serviced by Brooks Water Co. , However, we do not drink the water because we do not trust the quality of the water. I do not know of any of our neighbors who do drink it. 2) Brooks once made a mistake and mixed my account with someone else's and turned my water off without any notification to us I proved to them that my bill had been paid one day after I received the statement. Brooks acknowledged their mistake, however, they wanted to charge us for having it reconnected. If I had been notified I could have cleared it up immediately. 3) If you have a problem, it is almost impossible to talk to a person. If you do finally get someone, they are in Costa Rica or somewhere else outside the continental states and haven't a clue how to answer your questions.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/26/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

W-03510A-16-0322

W-03039A-16-0322

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 10/26/2016
Opinion Number: 2016 - 135292 **Priority:** Respond within 5 business days
Opinion Codes: Quality of Service - Customer Service Contact **Closed Date:** 10/26/2016 9:42 AM

First Name: Terry **Last Name:** Mestas **Account Name:** Terry Mestas
Address: <<< REDACTED >>>
City: Parker **State:** AZ **Zip Code:** 85344
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Brooke Water, L.L.C. **Division:** Water

Nature Of Opinion

Docket Number: W-03039A-16-0322

Docket Position: For

THANK YOU FOR THE OPPORTUNITY TO EXPRESS MY DISSATISFACTION WITH BROOKE WATER, LLC. THE TOTAL LACK OF CONCERN DURING THE TIME THAT THE RESIDENTS HAD TO ENDURE NO WATER SERVICE FOR THREE DAYS LAST AUGUST. THERE WAS NO ATTEMPT FROM BROOKE MANAGEMENT TO CONTACT THEIR CUSTOMERS. IT WAS IMPOSSIBLE TO CONTACT BROOKE BY PHONE BECAUSE THEY DID NOT ANSWER THE PHONE. BROOKE DOES NOT HAVE A WEB SITE LIKE ALL PUBLIC UTILITIES DO. THERE WAS NO ATTEMPT BY BROOKE TO PROVIDE DRINKING WATER TO THEIR CUSTOMERS. MANY OF THE RESIDENTS WHERE I LIVE HAD TO BATHE THEIR CHILDREN AND THEMSELVES IN THE RIVER. WE ALL HAD TO FILL EMPTY WATER BOTTLES WITH WATER FROM THE RIVER TO FLUSH OUR TOILETS. IT TOOK SEVERAL DAYS TO REPAIR THE BROKEN WATER LINES. THE REPAIRMEN WOULD QUIT WORKING IN THE AFTERNOON AND START AGAIN THE NEXT DAY. IF BROOKE HAD COMPETENT MANAGEMENT THEY WOULD HAVE HAD CREWS WORKING AROUND THE CLOCK. IT SEEMS TO ME THAT BROOKE'S MANAGEMENT WAS MORE CONCERNED ABOUT CUTTING COSTS AND COULD CARE LESS ABOUT THEIR CUSTOMERS WHO WERE WITHOUT WATER WITH TEMPERATURES IN EXCESS OF 115 DEGREES. BROOKE'S MANAGEMENT IS NOT COMPETENT ENOUGH TO BE THE SOLE PROVIDER OF WATER. WATER SERVICE SHOULD BE TREATED AS A PUBLIC UTILITY AND NOT BE RUN BY SOMEONE AS IRRESPONSIBLE AND AS INCOMPETENT AS MR. ROBERT HARDCASTLE.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/26/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.
