

# NEWSLETTER



## **CONTACT US**

For new service, billing questions or any other water co. matters call:

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A Quality Water Co.

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### **Board of Directors –2009**

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### **Board Members Elected in January**

Bill Meyer was re-elected to the board along with new board member Jimmy Stoner in the January election. Both will serve two-year terms on the board. Six candidates vied for the two spots on the board. The board met in January to elect officers for 2009 as listed above.

### **From the President - -**

Before I begin let me remind you that what follows is my view alone and may not necessarily be shared by all members of the Board. In fact, it is a bit of an editorial.

As you may know, the Hearing for ICRWUA Rate Case now before the Arizona Corporation Commission (ACC) occurred on December 1, 2, 3, 2008 at the ACC in Phoenix. As many of you know, the parties in the case (ACC Staff, ICRWUA, and interveners Dayne Taylor and Talking Rock Golf) reached a settlement which resulted in a revised

Water Services Agreement between Talking Rock Golf and ICRWUA along with acceptance of the ACC Staff's recommended rates and tariffs for both the Golf Course and residents. The next item in the schedule of events is for Administrative Law Judge Stern to issue a recommended Order for the Commission to consider at open meeting. Although we were hopeful of having Judge Stern's recommendation by now, it appears that we will not get it until sometime later and the ACC will not consider our case at open meeting until at least April with May a more likely time.

In spite of the progress made with the Water Services Agreement and the settlement agreement reached at the ACC hearing, there remains an element of discord among some of our members. While I understand that there will be differences of opinion on many issues, some of the discord goes beyond a simple difference of opinion and in some cases has resulted in more or less formal communications with ICRWUA. It seems to me that it should be obvious to everyone that taking time to thoroughly and professionally deal with these matters, often in the form of requests for detailed information or justification of actions, takes the time of our Manager and the board. To some extent these activities take time away from pursuing completion of the Task List and operating ICRWUA to the benefit of all members. I am perplexed as to how this helps the Board or the membership; clearly we would all be better off if we pulled together rather than pulling apart. In any case I remain optimistic that these remaining issues can and will be resolved to all members' satisfaction and that we can once again become neighbors, in the best sense, and not adversaries.

The Board has spent considerable time since early December in putting together a Task List which will guide our actions for 2009 (located on the web site). Quite a bit of progress has been made on several of

the tasks, the most notable being the transfer of assets from the developers to the company. In addition we have transferred all the electrical accounts from Talking Rock Golf to ICRWUA and applied for a reduced rate available to public utilities. We have also finished the documents required to modify the Agreement and Easement with Aqua Meadows and hopefully by the time you read this they will have been signed and recorded. In the Task List we have tried to identify the most important activities that we should pursue this year. I am sure that we have missed some and equally sure that more will come up during the year which will have to be addressed but at least we have a start. We hope to have most of our task list worked off this year so that these items do not fall to yet another Board for resolution.

Over the short term we are soliciting volunteer committee members from all neighborhoods to aid us in our deliberations of each identified task and developing achievable schedules for them. Our intent is to report to you via Board meetings, postings on the website, and Newsletters the progress we have made against the plan as it evolves. I solicit your support and participation in these activities. Contact the Board via the web site ([www.icrwua.com](http://www.icrwua.com)), a Board member or call the Business Office if you would like to volunteer your help.

Hopefully, we can soon put the Rate Case behind us and focus on making ICRWUA a sound, and financially healthy company for the benefit of all its members.

I would like to express my thanks to those who those who have provided support and insights to the Board. Although we are a long way from "mopping up" all of the issues that remain, I am confident we will make very significant progress the rest of this year. Thank you, fellow members!

Hugh Pryor

### **Annual Member Meeting Set for April 11<sup>th</sup>**

The 2009 Annual Meeting will be held on **Saturday, April 11<sup>th</sup> at 9:00am** in at the Central Yavapai Fire District station just off Williamson Valley Road on Outer Loop Road. This is the station next to the Texaco gas station on Outer Loop Road. **You will need to bring your own chair.**

Don't forget to check out the AUTOPAY plan to pay your water bill-on time with no postage and no hassle. Call our business office for details.

### **Rate Case Outcome Still Pending**

Not much has happened since the public hearing held in December. Judge Stern has not yet issued a recommended order for consideration by the commission. Once issued, the full commission has 60 days to consider the matter before a final Decision is issued.

All parties in the case, (ICRWUA, Talking Rock Golf Club (TRGC), Dayne Taylor and the Commission Staff) reached agreement on a recommended settlement of the case during the hearing. The settlement includes adoption of a tiered rate structure with rates increasing with higher use. A rate of \$1.40/1000 has been proposed at for golf course water along with the adoption of a new Water Service Agreement between ICRWUA and TRGC. A residential user with a 5/8" meter, using 4500 gallons per month would see an increase of approximately 11.4%. Details of the Water Service Agreement can be viewed on the ICRWUA website.

### **Water Bill Too High?**

Do you think your water bill is higher than it should be? Do you think your meter was read incorrectly? Want to have it re-read?

If you answer "yes" to any of these questions, you can avoid a possible re-reading charge by following a few simple steps to determine whether you have a leak in your system.

1. Shut off all water faucets, clothes and dish washers in your home.
2. Turn off your irrigation system.
3. Read your water meter, ignoring the fixed zeros on the right side.

4. Wait 20-30 minutes and re-read your meter. If it is different than your first reading, there is a leak in your water system.

### **Tour Water Facilities**

The Company is planning to conduct a 1-2 hour tour of its water facilities in April following the annual meeting. The tour will include visits to the well sites, pump stations and storage tanks and you will get a brief description of how the system works. If you are interested, sign up at the annual meeting or call our business office for information.

### **Spring Check-up Time for Your Landscape Watering System**

Spring is the time to give your landscape watering system a thorough checkup. After weeks or months of inactivity, you should give the system a complete checkout to get it in shape for use this spring and summer. A good tune up now could keep you from finding dead plants later or wasting a lot of water before you discover the problem. Here are a few things you should do:

1. Check out timers to see that they are working properly and that times/dates are set correctly.
2. Reset your watering schedule. Your schedule should be continually reset to match season and watering needs.
3. Make sure the new schedule works correctly
4. Turn on the system and check that each zone operates correctly.
5. Check out all sprinkler/bubbler and drip heads to make sure they are not broken or plugged.
6. Check to make sure there are no breaks or leaks in the lines throughout the system.

A good checkup now could help avoid major surgery later.

### **VOLUNTEERS NEEDED!!**

The board is seeking volunteers to help accomplish tasks it has set out to accomplish in 2009. The tasks range from making by-law changes to policy issues and operational matters. The board has set up a dozen committees to work on these tasks and is seeking help from members. Each committee will work on its designated task and report monthly to the board on progress. A complete description is of the tasks and ways to get

involved are available on the company website – [www.icrwua.com](http://www.icrwua.com). If you are interested and don't have internet access, call our business office.

### **Lots of Info on Website**

The company website is now loaded with information about the company and all the latest news. In addition to a News Flash Page posting the latest developments, here is a list of some of the available information:

2009 Task List

Bylaws

Meeting Agendas and Minutes

Manager and Operator Reports

Financial Reports

Water Use Summaries

Rate Case Filings, Hearing Transcripts

Newsletters

Service Application

Water Quality Report and more...

**CHECK IT OUT at [www.icrwua.com](http://www.icrwua.com).**

### **Meter Verifications Begin in '09**

Customer water meter calibration testing will begin late this spring.

The Arizona Corporation Commission regulations call for periodic testing of customer meters for accuracy. ICRWUA has established a program to test a group of meters each year so that each customer meter will be tested approximately every 10 years. .

The test consists of running a prescribed amount of water (usually 10 gallons) from the customer's hose bib through a pre-calibrated meter and comparing that to the customer meter reading. Meters that vary more than 3% from the correct amount will be replaced. Work required to replace a meter will be scheduled with the customer.

### **6M in Assets Added**

Nearly 6 million dollars in assets were placed on the ICRWUA books at the end of 2008, totaling just over 11.5 million dollars. The addition was part of a "clean up" of company books necessitated in part because of the change to a non-profit corporation in 2008. The company added infrastructure (with detailed records) in the Whispering Canyons, Preserve and Talking Rock subdivisions that had previously been placed in use, but not booked. The Company now has detailed records of all assets as required by the ACC and the IRS.