

Docket: : I.25-08-007
Exhibit Number : CPED-03
Commissioner : Matthew Baker
Admin. Law Judge : Minh LeQuang
Witness : Nikka Enriquez



**CONSUMER PROTECTION AND
ENFORCEMENT DIVISION
CALIFORNIA PUBLIC UTILITIES COMMISSION**

**OPENING TESTIMONY
OF
NINA ENRIQUEZ**

**INVESTIGATION INTO HAVASU WATER COMPANY'S OPERATIONS,
MAINTENANCE, AND PRACTICES AND
ORDER TO SHOW CAUSE WHY THE COMMISSION SHOULD NOT
PETITION THE SUPERIOR COURT FOR THE
APPOINTMENT OF A RECEIVER**

San Francisco, California
October 17, 2025

1 **Q.1. Please state your name and business address.**

2 A.1. My name is Nikka “Nina” Enriquez. My business address is 505 Van Ness Avenue,
3 San Francisco, California, 94102.

4
5 **Q.2. Please state your current job title with the California Public Utilities
6 Commission (Commission) and briefly describe your responsibilities.**

7 A.2. My current position at the Commission is Public Utilities Regulatory Analyst V. My
8 responsibilities include conducting investigations and reviews of cases for alleged non-
9 compliance and violations of Commission statutes, rules, laws, regulations, and Public
10 Utilities Codes. In addition, I investigate cases referred by the Commission’s different
11 industry divisions including Water Division. My role as an investigator includes conducting
12 discoveries, interviewing complainants and witnesses, reviewing documents and determining
13 non-compliance and violations of state regulations. I also analyze utility complaints received
14 by the Commission from consumers on a regular basis.

15

16 **Q.3. Can you describe your involvement with the Order Instituting Investigation
17 (OII) and Order to Show Cause (OSC) involving Havasu Water Company (Havasu),
18 proceeding number I.25-08-007?**

19 A.3. I assisted Wilson Tsai in his preparation of the “*Investigation of Havasu Water
20 Company’s (WTD-352) Compliance with California Public Utilities Commission
21 Regulations and Ongoing Water Quality and Service Issues,*” dated August 4, 2025 (Staff
22 Report), which he authored.

23

24 **Q.4. Have you continued your investigation into Havasu’s compliance with the
25 Commission’s regulations and ongoing water service quality issues since the Staff
26 Report was issued?**

27 A.4. Yes.

28

1 **Q.5. What is the purpose of your testimony?**

2 A.5. The purpose of my testimony is to show customers' experiences from informal
3 complaints against Havasu received by the Commission's Consumer Affairs Branch
4 (CAB) and to introduce declarations and statements provided by Havasu's customers.

5
6 **Q.6. Have you reviewed information maintained by CAB in the Consumer
7 Information Management System (CIMS) regarding informal complaints filed by
8 Havasu customers?**

9 A.6. Yes. I found that from 2022 until August 2025, a total of 98 complaints were
10 made against Havasu; 57 were made in 2022, 17 in 2023, 13 in 2024, and 11 in 2025.
11 Since 2022, Havasu's total number of customers remain at 226. The complaints to
12 customer ratio amount to 25.22% in 2022, 7.52% in 2023, 5.75% in 2024 and 4.87% in
13 2025. Based on my review of these complaints, 72 of the 98 total complaints were
14 regarding outages, high bills, and safety concerns. The other 26 complaints are
15 miscellaneous in nature such as Late Payment and Other Charges, Delayed Orders,
16 Disconnections, etc.

17
18 **Q.7. Have you spoken to any Havasu customers who filed informal complaints
19 with the CAB?**

20 A.7. Yes. I reached out to seven customers who filed an informal complaint in 2025
21 and was able to speak with six of those customers.

22
23 **Q.8. Can you briefly describe what the basis of those conversations with Havasu
24 customers entailed?**

25 A.8. The Havasu customers I spoke to stated they do not drink or trust the water from
26 Havasu and fear it for health issues. One customer informed me that they had to haul
27 water to their homes for drinking, bathing and brushing because the water from Havasu
28 smells and looks unclear. Some of the customers described the water as cloudy, milky or
29 rusty. Others said it smelled strongly of bleach or like rotten eggs. Some customers also

1 indicated that they did not receive notices and water testing results and regularly
2 experience water outages or low pressure. The customers also stated that they pay a high
3 amount for their water. Specifically, the customers stated that they are paying around \$95
4 base charge exclusive of usage, even when they don't visit their homes in Lake Havasu.
5 One customer stated how, in his primary residence outside Havasu's service area, he gets
6 credited for water outages and boil water or do not drink notices. However, he does not
7 get such credits from Havasu. Some complained about having their water meters upsized
8 without notice and believe that there appears to be no other reason for the upsizing
9 besides being charged a higher monthly amount. Some customers also informed me that
10 they were warned by Havasu that they were not allowed to turn off the water serving their
11 home after the meter. The customers wanted to turn off the water in their homes to avoid
12 leaks while they were not staying at the property but were not allowed to do so.

13 Some customers also mentioned that Jennifer Hodges has been observed to be
14 vindictive, taking customers to small claims court or refusing to comply with customer
15 requests. This causes concern for retaliation, and some customers were afraid and
16 withheld filing complaints.

17

18 **Q.9. Did Havasu customers contact you directly to provide information about the**
19 **water service they obtain from Havasu?**

20 A.9. Yes. In addition to the six customers that I had spoken to, there were six
21 additional customers who contacted me directly after obtaining my contact information
22 from their neighbors. I also spoke to two customers who were referred to me by some of
23 the complainants. The callers were eager to share their dissatisfaction and issues with
24 Havasu's water quality and service similar to what is described in A.8. Specifically,
25 customers do not have safe potable water. The water from Havasu smells and is cloudy
26 so the customers have to haul water to their properties. Customers also complained about
27 having a high monthly base fee of \$95 or higher, excluding usage, while also receiving
28 many Boil Water Notices. Customers were also being warned that they cannot turn off
29 the water to their home when they are away from their property. Some found that Havasu

1 turned their water back on after the customers turned it off. One customer claimed that
2 after making a complaint, Havasu threatened to turn off the water in his home. Another
3 customer claimed that he requested removal of his water meter at a vacant lot since there
4 is no need for water, but was informed by Havasu that it would cost him a large sum to
5 remove the meter and around \$4,000-\$6,000 to reinstall it.

6

7 **Q.10. Have you reviewed any of the formal complaints filed by Havasu customers?**

8 A.10. Yes.

9

10 **Q.11. Have you spoken to any Havasu customers who filed formal complaints?**

11 A.11. Yes.

12

13 **Q.12. Can you briefly describe what the basis of those conversations with Havasu
14 customers entailed?**

15 A.12. Customers Louis Osuna and Sammy Hernandez stated that they were always
16 skeptical of the water quality provided by Havasu. Sammy Hernandez further described
17 the water as smelling like rotten eggs and that water test results show contaminants that
18 posed health issues. Both stated that they often experience water outages, Boil Water
19 Notices, and low water pressure. Both described their experiences with Havasu as being
20 difficult and their issues with the billing and notice processes. They claim that their
21 meters were improperly upsized and Jennifer Hodges provided misinformation on
22 multiple occasions. The customers also stated Havasu violated Commission directives
23 such as the Water Division's Cease and Desist and ALJ Afary's May 13, 2025 ruling.
24 Louis Osuna described how Jennifer Hodges got the sheriff's department and small
25 claims court involved in their interactions. He further described how Havasu's removal of
26 his water stripped his family out of basic human needs and put them at risk in case a fire
27 erupted. Sammy Hernandez described a similar concern that if a fire occurred, Havasu's
28 water service to their homes and fire hydrants would not be able to put the fire out.

1 **Q. 13 Of the conversations referenced in Q.8, Q.9, and Q.12, did any of those**
2 **customers submit declarations?**

3 A.13. Yes, I received declarations from the following individuals: Noreen Sand,¹ Craig
4 Hunter,² Bradley Freeman,³ Louis Osuna,⁴ and Sammy Hernandez.⁵ I also received three
5 declarations from customers who requested to remain anonymous because they feared
6 possible retaliation from Jennifer Hodges including the possibility that she may turn their
7 water off.⁶

8

9 **Q.14. Based on your conversations with Havasu customers, do you believe they are**
10 **receiving safe and reliable service from Havasu?**

11 A.14. No. Most customers I spoke with stated that the water smells and does not look
12 clear.⁷ Most of them also spoke about the high monthly ready-to-serve fee, regardless of
13 whether or not they use water services for the month.⁸ They haul or buy their own water
14 for consumption and cleaning due to fear of health concerns.⁹ One customer upgraded

¹ Attachment 1 – Declaration of Noreen Sand – executed October 15, 2025.

² Attachment 2 – Declaration of Craig Hunter – executed October 14, 2025.

³ Attachment 3 – Declaration of Bradley Freeman – received October 16, 2025.

⁴ Attachment 4 – Declaration of Louis Osuna – executed October 16, 2025.

⁵ Attachment 5 – Declaration of Sammy Hernandez – executed October 16, 2025.

⁶ Attachment 6 – Declaration of Customer 1 – received October 16, 2025;

Attachment 7 – Declaration of Customer 2 – received October 16, 2025;

Attachment 8 – Declaration of Customer 3 – received October 16, 2025.

⁷ Attachment 2 – Declaration of Craig Hunter, Declaration 2 – executed October 14, 2025;

Attachment 5 – Declaration of Sammy Hernandez, Declaration 2 – executed October 16, 2025;

Attachment 6 – Declaration of Customer 1, Declaration 6 – received October 16, 2025;

Attachment 7 – Declaration of Customer 2, Declaration 6 – received October 16, 2025;

Attachment 8 – Declaration of Customer 3, Declaration 5 – received October 16, 2025.

⁸ Attachment 1 – Declaration of Noreen Sand, Declaration 2 – executed October 15, 2025;

Attachment 3 – Declaration of Bradley Freeman, Declaration 2 – received October 16, 2025;

Attachment 6 – Declaration of Customer 1, Declaration 5 – received October 16, 2025;

Attachment 7 – Declaration of Customer 2, Declaration 6 – received October 16, 2025;

Attachment 8 – Declaration of Customer 3, Declaration 9 – received October 16, 2025.

⁹ Attachment 6 – Declaration of Customer 1, Declaration 2 – received October 16, 2025;

Attachment 7 - Declaration of Customer 2, Declarations 2 and 3 – received October 16, 2025;

Attachment 8 – Declaration of Customer 3, Declarations 6, 7, 8 – received October 16, 2025.

1 his water system also for health concerns.¹⁰ They have also received many Boil Water
2 Notices¹¹ and experienced no water or low-water pressure on many occasions.¹² All the
3 customers I spoke to are dissatisfied with the water quality and service they receive from
4 Havasu. A few stated that Jennifer Hodges either threatened to remove their water¹³ or
5 turned their water back on after the customers turned them off thereby resulting in
6 trespass, leaks or higher water bill.¹⁴

7 Additionally, Havasu’s customers appear to be in despair about the current
8 ownership and determined to resolve the issues on their own such as hauling water for
9 their neighbors, and discussing as a community to pool their financial resources to buy
10 the Havasu Water Company and run it as a cooperative.

11

12 **Q.15. Do you believe that Havasu Water Company is unable or unwilling to**
13 **adequately serve its ratepayers?**

14 A.15. Yes, based on my support of Wilson Tsai’s investigation and conversations with
15 customers and my review of their complaints, I believe Havasu is unable or unwilling to
16 adequately serve its ratepayers. Havasu has threatened and acted on shutting off
17 customers’ water¹⁵ and has been described to have terrible customer service.¹⁶ Havasu

¹⁰ Attachment 2 – Declaration of Craig Hunter, Declaration 3 – executed October 14, 2025.

¹¹ Attachment 2 – Declaration of Craig Hunter, Declaration 2 – executed October 14, 2025;
Attachment 6 – Declaration of Customer 1, Declaration 3 – received October 16, 2025;
Attachment 7 – Declaration of Customer 2, Declaration 6 – received October 16, 2025;
Attachment 8 – Declaration of Customer 3, Declaration 3 – received October 16, 2025.

¹² Attachment 2 – Declaration of Craig Hunter, Declaration 2 – executed October 14, 2025;
Attachment 5 – Declaration of Sammy Hernandez, Declaration 2 – executed October 16, 2025;
Attachment 8 – Declaration of Customer 3, Declaration 4 – received October 16, 2025.

¹³ Attachment 7 – Declaration of Customer 2, Declaration 5 – received October 16, 2025

¹⁴ Attachment 5 – Declaration of Sammy Hernandez, Declaration 5 – executed October 16, 2025;
Attachment 6 – Declaration of Customer 1, Declaration 4 – received October 16, 2025;
Attachment 7 – Declaration of Customer 2, Declaration 4 – received October 16, 2025.

¹⁵ Attachment 4 – Declaration of Louis Osuna, Declarations 4 – executed October 16, 2025;
Attachment 7 – Declaration of Customer 2, Declaration 5 – received October 16, 2025.

¹⁶ Attachment 1 – Declaration of Noreen Sand, Declaration 4 – executed October 15, 2025;
Attachment 3 – Declaration of Bradley Freeman, Declaration 3 – received October 16, 2025.

1 has also demonstrated unwillingness to resolve customer complaints by getting local
2 authorities and small claims court involved in disputes.¹⁷

3

4 **Q.16. Should the Commission petition the Superior Court for the appointment of**
5 **receiver to assume possession of Havasu Water Company's property and operate its**
6 **system?**

7 A.16 Yes. The Commission should petition the Superior Court for the appointment of a
8 receiver to assume possession of Havasu Water Company's property and operate its
9 system because Havasu is unable or unwilling to adequately serve its ratepayers.

10

11 **Q17. Does this conclude your testimony?**

12 A.17. Yes.

¹⁷ Attachment 4 – Declaration of Louis Osuna, Declarations 4 and 5 – executed October 16, 2025

CPED-03 ATTACHMENTS¹

Attachment 1 – Declaration of Noreen Sand

Attachment 2 – Declaration of Craig Hunter

Attachment 3 – Declaration of Bradley Freeman

Attachment 4 – Declaration of Louis Osuna

Attachment 5 – Declaration of Sammy Hernandez

Attachment 6 – Declaration of Customer 1

Attachment 7 – Declaration of Customer 2

Attachment 8 – Declaration of Customer 3

¹ Redactions have been made to certain attachments to protect the release of “personal information” as defined in Civil Code § 1798.40, subd. (v)(1) and protected from disclosure under the California Consumer Privacy Act.

CPED-03

ATTACHMENT 1
Declaration of Noreen Sand

I, Noreen E. Sand, declare as follows:

1. I am a customer of Havasu Water Company. I am a Trustee for a parcel of vacant land, held in the name of the Arthur Davis Trust. This property has been held in various family trusts for the past 40-50 yrs., and I have been the Trustee for this trust for the past three years. Prior to March 2025, I had never received a bill from the Havasu Water Company.
2. Without any advance notice, in March 2025, I just started receiving these monthly bills from the Havasu Water Company. I asked HWC for more information, because I cannot just pay an invoice when I have no idea what it's for that I have never received before in the past 3 years, just because someone sends it asking for payment. HWC responded and said it was for what they refer to as a "Ready to Serve" charge (at nearly \$100/month). This is completely unreasonable.
3. I am not happy about the exorbitant cost of the Ready to Serve Charge. I live in a residential development in Southern California with multi-million dollar homes. The base rate on my residential water bill is less than \$50/every OTHER month. And that includes Water and Sewer. That is FOUR times less than the service I am being charged for vacant land by Havasu Water Company.
4. I think Havasu Water Company has very poor customer service, because they either don't return your calls or emails within a reasonable amount of time, as the owner is only in the office periodically, and there is apparently no other office staff.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on October 15, 2025, in Thousand Oaks, California.



Noreen E. Sand, Trustee

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ATTACHMENT 2
Declaration of Craig Hunter

I, Craig Hunter, declare as follows:

1. I am a customer of Havasu Water Company and have maintained a residence at [REDACTED] [REDACTED] Havasu Lake, California 92363, since the year 2000. This property has served as our vacation home, which we occupy on average eight (8) days per month, year-round.
2. For the past 24 years, my residence has experienced persistent water quality issues. At no time during this period have my family or I felt safe consuming the tap water. Over the years, I have received numerous boil water notices and, on several occasions, there has been no water service at all. The water has consistently been extremely cloudy and has left heavy calcium-like deposits. These conditions have caused damage to plumbing fixtures, including toilet valves, evaporative coolers, showerheads, and faucets, all of which have frequently become clogged or corroded due to the water quality.
3. In 2021, based on public water quality reports reviewed by Pelican Water Systems, I was advised to install a comprehensive whole-house water filtration system. This system includes sediment filtration, activated charcoal, water softening, and ultraviolet (UV) treatment to address concerns including E. coli contamination. Additionally, I installed a reverse osmosis system under the kitchen sink for added protection. The total cost of these upgrades exceeded \$7,500.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on October 14, 2025, in Orange, California.

Craig Hunter


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ATTACHMENT 3
Declaration of Bradley Freeman

Hello My Name is Bradley Freeman I have owned this property since April 2001 At [REDACTED]
[REDACTED] Havasu Lake, CA.

92363.

- 1) I have full utilities at my lot which I have owned since 2001 . There was a mobile home there But I removed it over 15 years ago. I have Never ever requested any utility be turned on since the purchase of the property . Nor have I EVER had a Bill sent by any Utility.
- 2) As of the beginning of this year 2025 I started getting a water bill saying water Base fee from Havasu Water Company. Billing \$96.21 for water I Don't Use.
- 3) I called the Havasu water company March 27, 2025 and spoke with a Woman Named Judy. She was very nasty and demanded I pay these bills. My reply was I am a Property owner in CA and other areas of the country and Never have paid a water bill for water I Don't use . and I went on to say that I am a self made businessman and this just made no sense her reply was if you own properties and are doing good this \$96.21 Monthly should be no big deal Pay it ! My reply was that's why I am in good financial standing because I don't pay a bill because I'm told to pay it for a service I am not using .
- 4) She became agitated with me and I said this makes no sense and there must be a way to get off this billing . She Then said That I could PAY some outrageous sum to have the water meter Removed . And when I want service someday the cost to reinstall the meter would be between \$4000.00 and \$6000.00 dollars. I told her that makes no sense either because the cost to bring this utility has already been paid Many many years ago . and when I ask to turn it on and use it, that's when I will Pay.

I swear this all to be true under the Penalty of Perjury.

Bradley Freeman

Signed by:
Brad Freeman
4A7C7C44690844F...

CPED-03

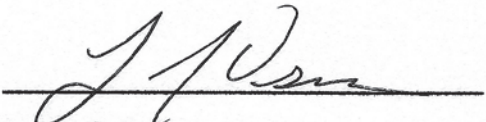
**Attachment 4
Declaration of Louis Osuna**

I, Louis Osuna, declare as follows:

1. I am a customer of approximately 20+ years with the Havasu Water Company.
2. Over the years, the quality of water has been questionable. On March 20th, 2022, there was a power outage in the Havasu Mobile Estates that lasted for 3 days. HWC had no backup generator which didn't allow the system to come back online, therefore, leaving us and the community without water for 10 days. HWC did not supply water for their customers and water services were sporadic. Continuing into 2023, we have been continuously issued "do not drink" along with "boil water notices" for 50% of the time. We had to endure unsafe, potable water in addition to low water pressure.
3. I filed a complaint with CPUC asking for 50% deduction in water service, along with fees from March 2022- June 2023. I stopped paying our water bills to HWC that I owed, and instead put what I owed HWC into CPUC's impound account.
4. On July 2nd, 2023, Ms.Hodges of HWC was walking in our neighborhood and I greeted her to negotiate my water bill. At that time, I let her know our water meter ear tab was tampered with, and I was not at fault. Ms.Hodges and her male friend stated to us that they will not negotiate with us and claimed that we were at fault, which led them to call the sheriff department. Deputy Solomon spoke to Ms.Hodges along with her male friend and then came to me where I gave him a recorded statement and no citation was given. The deputy left and about an hour later, Ms.Hodges' friend Sean Chapin returned to my property and removed my water meter. The removal of the water meter led to stripping my family out of basic human needs, and ultimately putting my family at risk if a fire were to erupt.
5. HWC then took us to small claims court and fought for the water bill that was in the CPUC impound, damage to equipment, water meter removal, and water meter replacement fee, along with excessive late fees and penalties. After going to court a couple of times, the judgement was I pay \$225 in fees and the case would be dismissed.
6. I then filed a formal complaint with the CPUC where I had another court hearing against HWC. In this court hearing, Ms.Hodges of HWC was very disrespectful to not only the judge and her orders, but also to everyone in the court preceding. During our court hearing, Ms.Hodges HWC was ordered by Honorable Judge Afary to put back in my meter no later than 4:30pm Friday April 4th, 2024. Ms.Hodges did not comply with the judges order and did not install the meter. We had no meter, no water, or service from HWC from July 2nd, 2023 until

May 20th, 2025. It wasn't until May 20th, 2025 approximately between 8 and 8:20am, HWC installed my water meter. However, they installed a larger 3/4" water meter and not the 5/8" water meter which was ordered in our final ruling on May 13, 2025. This is in direct violation of the Cease and Desist order by the CPUC and violation of Judge Afary's ruling on May 13, 2025.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on October 16, 2025, in Jurupa Valley, California.


Louis Osuna

CPED-03

ATTACHMENT 5
Declaration of Sammy Hernandez

I, Sammy Hernandez, declare as follows:

1. I am and have been a customer of Havasu Water Co. since 2003.
2. Over the years one of my many concerns is the exposure from the water over long periods of time. HWC water test results have contained high levels of Trihalomethanes which could cause liver, kidney, or central nervous system problems. The experience of water smelling like rotten eggs and having low water pressure at times is one thing but another concern is HWC has been issued numerous citations for not maintaining fire hydrants should a fire occur.
3. HWC does not have a back up generation system to supply water to its customers to this day should a power outage occur. This proved true in March 2022 when a power outage occurred and the customers of HWC were without water for 10 days. From then on service has been sporadic. From March 2022 to March 2023, we either had No Water, issued Do Not Drink Water notice or were under Boil Water Notice for 197 of the 365 days.
4. After reaching out many times and not getting a response from Mrs. Hodges I stopped payments and filed a Formal Complaint with CPUC (23-05-011) requesting a refund for services not provided. During this time Mrs. Hodges installed a lock on my water meter. A lock that was not supposed to be on while the case was in litigation. It took an email from AFL judge Lena Afary to order Mrs. Hodges to remove it. From that point on payments were paid to CPUC escrow account until the decision from ALJ Lena Afary ruled that I will be refunded 54% of my money back along with all penalties and late fees be removed.
5. In April 2025 while reading meters Mrs. Hodges trespassed on my property and attempted to turn on my water faucet in front of my home. At this time, I mentioned to her that I have installed a valve on the customer side of the water meter and I like for it to be in the closed position when I am not home. She got upset and stated if it is in the meter box it belongs to her. Soon after this she retaliated by having my 5/8" water meter replaced with a 3/4" water meter and raising the base rate from 95.56 to 144.31.
6. In May 2025 HWC was issued a Cease-and-Desist Order to stop replacing 5/8" with 3/4" water meters and not to raise the base rates for the larger size. I then filed an informal complaint with CPUC for being charged 3/4" meter rate along with being charged for water usage when there was no water usage registered at the meter. To this day the overcharges for the higher rate in April and for water that was not consumed have not been refunded.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on October 16, 2025, in Chino, California.

Handwritten signature of Sammy R. Hernandez, dated 10-16-25, written in cursive and underlined.

Sammy R. Hernandez

CPED-03

ATTACHMENT 6

Declaration of Customer 1

I, a Havasu Water Company customer, declare as follows:

1. My husband and I have been customers of the Havasu Water Company since we purchased our mobile home on [REDACTED] about 5 years ago.
2. When we purchased the home, our neighbors warned us not to drink any of the water because we had two small children who could get very sick. As such, we always bring drinking water with us when we visit; I estimate this to be about 12 gallons for 2 adults and 2 children per weekend visit. On rare occasions when one of us has ingested water from the faucet, there is usually diarrhea that follows.
3. There have been so many “Boil Water” notices that I have lost count of how rarely the Havasu Water Company says the water is safe. In 2022, I complained to the CPUC of California that we were 10 days without water.
4. Since this is a family vacation home, we turn the water off when we leave to prevent potential leaks while we are away. The Havasu Water Company has started turning our water back on in our absence, and in the spring of 2025, we noticed our bill increased due to usage even though we had not been there. When I asked the Havasu Water Company to not turn the water back on until we fixed the leak, they said I was not allowed to turn my water off. I do not believe this is a right or fair way to handle a water leak especially since it could be several months of leakage before we could address any issue.
5. Our Havasu water bill is usually about \$100 per month whether we visit the home or not; compared to our year-round residence in San Diego with much higher usage and quality being closer to \$90 per month.
6. The quality of the Havasu water is my largest concern, as the water usually smells like bleach and other chemicals, and color is usually either milky or grey. Again, we worry about the health concerns since the water company has failed several of the health tests over the last couple of years.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on October 15, 2025, in San Diego County, California.

CPED-03

ATTACHMENT 7
Declaration of Customer 2

As a Havasu Water Company customer since 2008, I declare as follows:

1. My wife and I have been customers of the Havasu Water Company since we purchased our home on [REDACTED], and we have never trusted the quality of water or management of the company.
2. I am now 80, and having to bring water to drink to our vacation home is incredibly burdensome. In fact, my wife also brings additional drinking water for the year-round residents who are unable to do so for themselves.
3. A few years ago, we installed a jacuzzi, but no longer feel it is safe for our grandkids to use.
4. Our water meter sits at the edge of our property, and because we leave for months at a time, I always turn off our water when we leave. On a couple of occasions the Havasu Water Company has turned the water back on in our absence, leading to underground leaks near the meter. Again, at 80, finding underground leaks caused by the water company is incredibly burdensome.
5. About six months ago, I complained directly to the Havasu Water Company about them causing a leak on my property in my absence and the employee verbally threatened that they would shut off my water if I touch the water box calling it their property. I struggle to understand how access to my water shutoff on my property is theirs to turn off in my absence, and seems like a way for them to increase usage in their slower usage months.
6. The amount of "Boil Water" notices we have received is ridiculous. I would estimate about 10 per year, so essentially we never have safe water and pay a ~\$100 monthly fee regardless if it useable or not. The water usually smells of bleach like chemicals and has a white colour.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on October 15, 2025, in San Diego County, California.

CPED-03

ATTACHMENT 8

Declaration of Customer 3

I/ We are customers of the Havasu Water Company for approximately 25 years. We purchased our property in Havasu Lake, Ca. (Havasus Landing)

1. When we first purchased the property, we had good water service and very little of the following problems that we were made aware of.
2. I'm not quite sure when most of the problems started, but it seems that about 10 or 15 years ago many of the problems started to occur.
3. We are weekenders at this property, meaning we don't live full time at this home and only go to the property maybe once or twice a month. We would often find upon arriving notices on our door that would say don't drink the water or boil the water first.
4. Upon arrival at our home, we many times had no water, low to very low water pressure.
5. Sometimes we had rusty water through the facets, even though the whole house has plastic piping.
6. We would also get messaging or written notices that the water did not pass water test requirement and was unsafe to drink because it contained contaminates, some of which may cause cancer.
7. For many years, we have never been able to, or felt safe drinking the water, brushing our teeth with the water or bathing in the water.
8. I am 70 plus years old now and during the above-mentioned years at the property, I have had to haul water to the home in five-gallon containers, which at my age is getting very tough. This procedure is physical demanding, time consuming, and has become costly after many years.
9. During this time, we have had quite a few notifications from the HWC about approved water rate increases for the purpose of upgrades. It certainly doesn't appear that any of these upgrades have been accomplished. My meter only rate has also increased to almost \$100.00 per month, which seems extremely high based on the product and service that we are receiving.
10. Lastly, due to medical issues that I am experiencing, I may have to sell the property in the near future. I have serious concern about this situation affecting the value of our home and the salability of the home once we disclose the situation and problems with the water issues.

I declare under penalty of perjury under the laws of the California that the foregoing is true and correct and that this declaration was executed on October 15,2025.

If you have any questions, feel free to contact us.