

ORIGINAL
ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM



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4700

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2004 - 38622

Date: 9/27/2004

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Steve

Flack

Account Name: Steve Flack

Home: (928) 478-4021

Street: HC 7 Box 192-L

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name: Rebecca Standag

Contact Phone: (602) 807-5098

Nature of Complaint:

Customer is opposed to rate increase. He states that Patrick Fenton from ADEQ has been out to see the break in the water line and states that this company has been out of compliance since 1996. Mr. Flack wanted to know why this company waited so long to come in for a rate increase since their last increase was in 1989.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/27/04 I explained to Mr. Flack that I would make his opinion a part of the application for a rate increase. File in Docket No. W-01580A-04-0672

End of Comments

Date Completed: 9/27/2004

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Arizona Corporation Commission

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