

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

RECEIVED

**Investigator:** Joan Ruf

**Phone:** (602) 542-0847

**Fax:**

2003 SEP 18 A 8:13  
(602) 542-2129

**Priority:** Respond Within Five Days

AZ CORP COMMISSION  
DOCUMENT CONTROL

**Opinion No. 2003 - 28931**

**Date:** 9/17/2003

**Complaint Description:** 08D Rate Case Items - Hearing/PC Meeting

**First:**

**Last:**

**Complaint By:**

Allan

LaMagna

**Account Name:**

Allan LaMagna

**Home** (928) 476-5810

**Street:**

P O Box 47

**Work:** (000) 000-0000

**City:**

Pine

**CBR:**

**State:**

AZ

**Zip:** 85544

**is:**

**Utility Company:** Pine Water Co., Inc.

**Division:**

Cool Pines

**Contact Name:**

Mistie Jared

W-03512A-03-0279

**Contact Phone:** (661) 633-7546

**Nature of Complaint:**

I am writing to express my feelings on the upcoming Public Hearing regarding Brooke Utilities rate increase for Pine, AZ. I think the company is already charging a fair price for the water receive. I spoke with a representative last month regarding the "surcharge" that all Pine customers pay for hauling water? The first bill, for June, had a surcharge of \$10.00. July was the same. August jump to approx. \$36.00. I asked her if this was fair that we have to share in the cost of operating his company. She said that because of the age of the equipment and the need for larger storage tanks, was the reason for the surcharge.

Should this company be allowed to charge for the burden of his expenses? If it is costing him to much, he should sell it.

I totally disagree on the surcharges and his ability to ask for a rate increase.

Please let me know when the hearing is scheduled.

Thank you,

Allan LaMagna  
POB 47  
Pine, AZ 85544-0047  
928.476.5810

**Utilities' Response:**

N/A

**Investigator's Comments and Disposition:**

Arizona Corporation Commission

DOCKETED

SEP 18 2003

DOCKETED BY	<i>CAK</i>
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**UTILITY COMPLAINT FORM**

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Good afternoon. Thank you for taking the time to write and voice your concerns regarding the rate case Hearing, Public Comment Meeting and the surcharge. Your comments will be placed in the official docket file W-03512A-03-0279 and will be made a part of the rate case.

The Hearing is scheduled for December 15, 2003 at the Commission Phoenix location 1200 West Washington, Phoenix, Arizona 85007. The Hearing is schedule to begin at 10:00 a.m. Public Comments will be taken prior to the start of the hearing. Also, there have been numerous request for a public comment meeting to be held in Pine. All the customers request for the meeting have been placed in the official docket file for the Commissioners review.

**Date Completed: 9/17/2003**

**Opinion      No. 2003 - 28931**