

W-03476A-04-0944

ORIGINAL



0000014769

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 41925

Date: 2/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Linda Kay

Cain

Account Name: Linda Kay Cain

Home: (928) 422-4708

Street: PO Box 665

Work: (000) 000-0000

City: Seligman

CBR:

State: AZ Zip: 86337

is:

Utility Company: Aubrey Water Company

Division: Water

Contact Name: Rich Williamson

Contact Phone: (520) 275-2236

Nature of Complaint:

02/07/05 Yavapai County wants Seligman to grow, but how can anyone afford to grow at such ridiculous water prices. I understand that a rate increase is necessary sometimes, but 44.94% is not a reasonable amount. They should give better service and water that we can drink without having to boil it. This is to much for the service we get, which stinks.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

02/07/05 Comments noted and Docketed it under W-03476A-04-0944. close.

End of Comments

Date Completed: 2/8/2005

Opinion No. 2005 - 41925

Arizona Corporation Commission

DOCKETED

FEB 09 2005

DOCKETED BY	KA
-------------	----

RECEIVED
 2005 FEB -9 P 12: 02
 AZ CORP COMMISSION
 DOCUMENT CONTROL

Linda Kay Cain
P.O. Box 665
Seligman, Az 86337
1-928-422-4708

RECEIVED

JAN 27 2005

AZ Corporation Commission
Director Of Utilities

Corporation Commission
Utilities Division
1200 West Washington Street
Phoenix, Arizona 85007

Re: Aubrey Water Company

TO WHOM IT MAY CONCERN:

This company wastes water all the time, they do not fix the equipment to keep it from leaking water. There is a standpipe in front of my property that leaks between 100 And 500 gallons of water A DAY! How much would it take to put a new valve on The standpipe which leaks all the time ? Their service is poor. I work in a café and we have to shut our bathrooms down when the water is off. For instance the pump froze and they Shut off all water for several hours, instead of trying to get it unfrozen. This is An inconvenience to our customers and everyone who works there, what are we suppose To do, go in the bushes, of which there are none. I understand sometimes the water Has to be shut off to fix a pipe, but laziness is not excuse. If you get paid to do a job Do it.

Also I called back in the summer of last year to try and get water, and was refused. They (the water company) want , seven thousand dollars and upward to put water under the road. There is a pipe going under the road which is not being used for Anything. Mr. Kennedy, of the water company told me that it was a kerosene line, There is no kerosene used in this town, so what is it for, and why is it still there? If there is an underground tank it should be removed. It is on railroad property. This pipe has been cut off on my property and not being used for anything.

I am a widow and trying to start a new business and this is very hard to do, Especially when you have to have a water storage tank when there is water on four sides of me. The excuse is that they are not main valves or they are only Three-quarter inch lines and cannot be tapped into to. Why? Because they want The people of Seligman to pay for all the new pipes and not just from the Meter to the inside of the property, which is the owners responsibility) but from Wherever it needs to come from to your meter. That is not right. I have lived In a lot of towns, but never where there is bandits living in it. I guess they want Us to buy their cake and feed it to them. Sorry, I do not spoon feed anyone except Babies who cannon feed their self. It is too bad that people in this town have to have A storage tank for water, because the cannot afford to get water to their property. There are at least three other people in this town who have been quoted, seven Thousand dollars or more for water and who are less than one hundred feet from The watermain. John Kennedy needs to be taken down a notch or two, just to let Him know, that he is now ruler over the water. If Aubrey water company is part Of this, they need to realize people cannot afford such outrageous prices, just to

Get water on their property. On top of all this the water is not fit to drink, The water company does not clean their tanks, so we have to boil our water Before we drink it. You would think if it comes out of the faucet we should Be able to drink the water, but no, we have to buy drinking water or boil the Water which comes out of the faucet.

If you have any questions you may contact me at the above phone number after Two P.M. when I get off work or leave a message on the answering machine.

Yavapai County wants Seligman to grow, but how can anyone afford to Grow at such ridiculous water prices. I understand that a rate increases is Necessary sometimes, but, 44.94% is not and reasonable amount. They should give Better service and water that we can drink without having to boil it. This is Too much for the service we get, which stinks.

Sincerely,
Property Owner

K. Cain