

W-01303A-05-0280  
WS-01303A-02-0867  
WS-01303A-02-0869  
WS-01303A-02-0870

ORIGINAL



0000022760

ZONA CORPORATION COMMISSIC  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 45885

Date: 8/2/2005

Complaint Description: 08F Arsenic

First:

Last:

Complaint By: H James

Angrick

Account Name: H James Angrick

Home: (623) 815-9154

Street: 14230 W Domingo Lane

Work: (000) 800-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

AZ CORP COMMISSION  
DOCUMENT CONTROL

2005 AUG - 2 1:47

RECEIVED

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

ATTACHED FOLLOWING CORRESPONDENCE FROM A CUSTOMER WHO WRITES:

1. If a utility has to comply with a government order, that utility should spread the cost over all their customers not just in the area that has to be upgraded i.e., Sun City West.

2. The cost of \$8 per month seems high. Did the utility expect to recover the cost in a short period of time? The cost of this equipment should last 20 years, so the cost should be spread over that amount of time. This would undoubtedly substantially reduce the \$8 cost to something more reasonable.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

ACC spoke to the customer's wife and advise her that we received her husband's correspondence and wrote his opinion and placed a copy in the docket and filed in W-01303A-05-0230, WS-01303A-02-0867, W-01303A-02-0869, WS-01303A-02-0870 and W-01303A-02-0908. CLOSED.

\*End of Comments\*

Date Completed: 8/2/2005

Opinion No. 2005 - 45885