

ORIGINAL
DOCKET No. W-02235A-05-0509



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4760

Investigator: Reg Lopez

Phone: (520) 628-6555

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2005 - 46092

Date: 8/10/2005

Complaint Description: 05E Quality of Service - Outage/Interruptions

First:

Last:

Complaint By: Julie

Klein

Account Name: Julie Klein

Home: (520) 378-3096

Street: 7324 Round Up

Work: (000) 000-0000

City: Hereford

CBR: twoyourhealthtwo@yahoo.c

State: AZ Zip: 85615

is: E-Mail

Utility Company: Horseshoe Ranch Water Company

Division:

Contact Name: Arizona Small Utilities Association

Contact Phone: (800) 898-0426

Nature of Complaint:

Received following e-mail today:

From: Julie Klein [mailto:twoyourhealthtwo@yahoo.com]

Sent: Wednesday, August 10, 2005 7:43 AM

To: Kristin Mayes; Reg Lopez; marzberg@azleg.state.az.us; pcall@co.cochise.az.us

Subject: Horseshoe Ranch/Cochise Water

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2005 AUG 11 P 12:50

RECEIVED

We all knew that the pump was not THE answer. A part of the solution, perhaps, but certainly not the only part. I am glad that Pat Call & Kris Mayes are staying current with the situation even though we did have a few weeks of that miraculous invention ... turning on a faucet, and voila, water came out.

A full moratorium is definitely needed, not a partial, and not a temporary one. It will be YEARS before the system is fully repaired (replaced?), and not a single new connection should be made to our water system until that time.

Thank heavens I hadn't relaxed, & I still had lots of bottles of water + Wet Ones to wash my hands. In just the two mornings we've been w/o again, I've already gone through 6 bottles.

To alleviate the pain of arthritis, I exercise for an hour most days. However, if I know I can't shower afterward, I can't exercise. So, today will be a day of pain. Although the water did come back a few minutes ago, I have to go to work now, so no time to exercise & shower now.

We can't let up folks! Keep on sending the notes to "the powers that be."

Julie Klein

End of Complaint

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Utilities' Response:

Investigator's Comments and Disposition:

8-10 I e-mailed the following to the customer: Dear Mrs. Klein: I was glad to hear that you have water. I will also note your comments for the record in the Arizona Corporation Commission("Commission") Docket No. W-02235A-05-0509 that relates to the proposed moratorium for Horseshoe Ranch Water. In regards to the water outage today, Ed Alvarez reported that the transfer pumps (the pumps the feed Horseshoe Ranch Water), had been mysteriously turned off. Ed is classifying this as a suspected sabotage and is reporting this to the Sheriff's Office.

8-10 Sent to Docket Control. File closed.

End of Comments

Date Completed: 8/10/2005

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