



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53841      Date: 7/20/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By:      First: Don      Last: Bennett

Account Name: Don Bennett      Home: [REDACTED]

Street: [REDACTED]      Work: (000) 000-0000

City: [REDACTED]      CBR:

State: AZ      Zip: [REDACTED]      is:

Utility Company: Kacy Parker d/b/a Arroyo Water, Company

Division: Water

Contact Name: Kacy Parker      Contact Phone: (928) 474-1766

Nature of Complaint:

July 20, 2006

Subject: Arroyo Water Company and Docket # W-04286A-06-0399

To whom it may concern,

I have had the Arroyo water service for about 15 years. I have never had any problem with billing until Kacy Parker took over the operation about two years ago.

Since he began running Arroyo water co I have had nothing but problems with my billing. He will not return phone calls and when I call he is never there. One of his customers even went to Payson to try to find his office. This went unsuccessful. I also faxed him 3 times to try and get copies of his records of my payments. I received no reply. This is very frustrating.

In reviewing his inactivity to resolve my complaint and his inactivity to respond to your request for the 8 documents you requested, I firmly believe the sale of Arroyo Water Company to Kacy Parker be denied.

Don Bennett  
[REDACTED]

Don Bennett  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission  
**DOCKETED**

JUL 21 2006

DOCKETED BY [REDACTED] *nr*

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

7/20/06 Opinion noted and filed in Docket No. W-04286A-06-0399. Customer had already contacted ACC Consumer Services. closed  
\*End of Comments\*

**Date Completed: 7/20/2006**

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2006-07-20 10:00 AM  
ARIZONA CORPORATION COMMISSION  
PHOENIX, ARIZONA