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W-02497A-06-0580
RECEIVED

ARIZONA CORPORATION COMMISS

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2007 FEB 21 A 8:58

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 58571

Date: 2/20/2007

Arizona Corporation Commission
DOCKETED

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

FEB 21 2007

Complaint By: Archie Stutenroth

DOCKETED BY
NR

Account Name: Archie Stutenroth

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Golden Corridor Water Company

Division: Water

Contact Name: Carl Harvey

Contact Phone: [REDACTED]

Nature of Complaint:

2/14/07 To the Corporation Commission:

I attended the hearing on the matter of Mr. Carl Harvey, DBA Golden Corridor Water, docket number W02497A-06-0580 on February 08, 2007.

My family and I have lived on our property since 1972 and have received water from Mr. Harvey's illegal and legal water company for most of those years. Prior to the Arizona Corporation Commission allowing Mr. Harvey to operate his water company, they had a hearing and I spoke at the hearing about how he had been supplying water to his customers. I advised the Corporation Commissioners representatives how Mr. Harvey had pulled the pump in the middle of the summer without any notice to his customers. There were about 12 families on the water system at the time of the incident.

Mr. Harvey pulled the pump to test a well about four miles away that had nothing to do with the area served on his water system. When questioned about what he did, he lied and said he pulled the pump for maintenance. I saw the pump being installed and pulled from the other property and I talked to the owner of the company doing the work. This was a big hardship on the customer, especially the ones who used coolers for cooling. We were without water over 7 days in the middle of the hot summer.

I told this story only to point out Mr. Harvey's complete disdain for his customers and his dishonesty. I could tell you of many examples of how my family has been treated unfairly, but I am only interested in getting this point presented to you.

When you give a person a legal monopoly, you need to look at his character, business background, credit, and how he will treat his customer. When someone raises a red flag, stop and take a look at it. Mr. Harvey has caused you a lot of problems and expense over the years, but his customers have suffered month after month and year after year.

You now have the opportunity to correct the mistake. Please do not allow Mr. Harvey to operate the water

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company any longer. Please do not allow him to access any of your fluids to repair his system, please do the correct thing and just replace hint Thank you!

Sincerely,

Archie Stutenroth


End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

2/14/07 I spoke with Mr. Stutenroth regarding the letter he had submitted to the Arizona Corporation Commission ("Commission"). He wanted to file this for the record and let the commission know how he felt about this issue. I explained to Mr. Stutenroth that his comments will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will consider his comments before a decision is rendered in the Golden Corridor Water Company application.

He asked if it would benefit to come to the next hearing date in March? He already wrote what he wanted to say. I told him unless he was going to be a witness and present evidence then yes he would need to be here. He stated that he had work to do that day and felt that he could not make it. I provided him the 800 listen line. He thanked me for the information and if he could not make it then he would listen in. CLOSED.

End of Comments

Date Completed: 2/20/2007

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