

W-01445A-02-0619



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deborah Reagan Phone: (602) 364-0236

Fax: 2004 MAR - 2 P 4: 48
(602) 542-2129

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2003 - 29716

Date: 10/10/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: First: Wanda Last: Young

Account Name: Wanda Young

Home (623) 544-2589

Street: xxxxxxxxxxxx

Work: (000) 000-0000

City: xxxxxxxxxxxx

CBR:

State: AZ Zip: xxxxx

is:

Utility Company: Arizona Water Company

Division:

Contact Name: Bill Garfield

Contact Phone: (602) 240-6860

Nature of Complaint:

Customer left v/m message that she is opposed to the requested sewer rate increase. She feels that customers having higher usage should pay for the increase, not customers with low usage.

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record.

Date Completed: 10/16/2003

Opinion No. 2003 - 29716

Arizona Corporation Commission
DOCKETED

MAR - 2 2004

DOCKETED BY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Rhonda Trower **Phone:** (602) 364-0234 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 25872

Date: 5/16/2003

Complaint Description: 191 Other - ADEQ/EPA Questions

Complaint By: **First:** Robert **Last:** Tilford

Account Name: Robert Tilford **Home** (000) 000-0000

Street: 1531 W. Colter #25 **Work:** (000) 000-0000

City: Phoenix **CBR:**

State: AZ **Zip:** 85015 **is:**

Utility Company: Arizona Water Company

Division: Rimrock

Contact Name: Bill Garfield **Contact Phone:** (602) 240-6860

Nature of Complaint:

rec'd fax: " I am concerned about water quality issues and concerns effecting people in the state of AZ. My complaint regards specifically arsenic levels in the drinking water in AZ which was found to exceed new EPA standards. I am also concerned about consumer product safety and public health issues. I allege violations of the Safe Drinking Water Act. And, I allege the water utility providers have violated consumer product laws by selling a product to consumers they knew was tainted by arsenic-in violation of new environmental protection agency standards & regulations. That recent rate increases are unfair and that consumers are deservicing of a rebate of the total costs of subsidizing the water companies compliance with EPA standards.

Utilities' Response:

N/A

Investigator's Comments and Disposition:

inputted customer concerns for record purpose. ADEQ has jurisdictional authority over these issues. Copy of letter from AG's office advising customer this also attached. CLOSE

Date Completed: 5/16/2003

Opinion No. 2003 - 25872

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Connie Walczak **Phone:** (602) 542-0291 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2001 - 26675 **Date:** 6/24/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

	First:	Last:	
Complaint By:	Della	Parker	
Account Name:	Della Parker	Home	(000) 000-0000
Street:	xx	Work:	(000) 000-0000
City:	San Manuel	CBR:	
State:	AZ Zip: 85631	is:	

Utility Company: Arizona Water Company

Division:

Contact Name: Bill Garfield **Contact Phone:** (602) 240-6860

Nature of Complaint:

CORRESPONDENCE RECEIVED, LETTER ATTACHED; OPPOSED to 99% increase requested by AWC. Expenses for co too high, the amt requested is too much.

Utilities' Response:

Investigator's Comments and Disposition:

Noted. CLOSED

Date Completed: 6/24/2003

Opinion **No.** 2001 - 26675

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Connie Walczak **Phone:** (602) 542-0291 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2001 - 26676 **Date:** 6/24/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** **Last:**
Luisa & George Lura

Account Name: Luisa & George Lura **Home** (000) 000-0000

Street: 301 Ave A **Work:** (000) 000-0000

City: San Manuel **CBR:**

State: AZ **Zip:** 85631 **is:**

Utility Company: Arizona Water Company

Division:

Contact Name: Bill Garfield **Contact Phone:** (602) 240-6860

Nature of Complaint:

CORRESPONDENCE RECEIVED, LETTER ATTACHED; OPPOSED to 99% increase requested by AWC.
Expenses for co too high, the amt requested is too much.

Utilities' Response:

Investigator's Comments and Disposition:

Noted. CLOSED

Date Completed: 6/24/2003

Opinion **No.** 2001 - 26676

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta **Phone:** (602) 542-0819 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2003 - 29293 **Date:** 9/30/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: **First:** Bob **Last:** Lockwood

Account Name: Bob Lockwood **Home:** (480) 983-2835

Street: 5075 E Shiprock St **Work:** (000) 000-0000

City: Apache Junction **CBR:**

State: AZ **Zip:** 85219 **is:**

Utility Company: Arizona Water Company

Division: Apache Junction

Contact Name: Bill Garfield **Contact Phone:** (602) 240-6860

Nature of Complaint:

Customer called to voice his displeasure with the proposed rate increase for Arizona Water Company. He states that he is in a depressed area of the state and he feel that the 25% increase the company is asking is way out of line for a community that faces of residents whose eimployment could not support it. He has resided in the area for almost 19 years and he states that this community lots of problems because of economic state.

Utilities' Response:

n/a

Investigator's Comments and Disposition:

Customer comments noted for the record. CLOSED.

Date Completed: 9/30/2003

Opinion No. 2003 - 29293

