

W-02065A-07-0312



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ORIGINAL

ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 61001

Date: 6/14/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

First:

Last:

JUN 19 2007

Complaint By: Rose M.

Jackson

Account Name: Rose M. Jackson

Home: (000) 000-0000

DOCKETED BY	nr
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Street: [REDACTED]

Work:

City: Wilhoit

CBR:

State: AZ Zip: 86332

is:

Utility Company: Wilhoit Water Company, Inc.

Division: Thunderbird

Contact Name: Jim West

Contact Phone: (602) 230-0066

Nature of Complaint:

***** W-02065A-07-0312 *****

REFERRED BY CHAIRMAN GLEASON'S OFFICE -

Arizona Corporation Commission,

RECEIVED
 2007 JUN 19 P 3: 25
 AZ CORPORATION COMMISSION
 DOCKET CONTROL

I am a resident of Wilhoit, Arizona who has along with my neighbors here at Thunderbird Meadows, has recently been presented with paper work suggesting a 100% water billing increase. This increase is said to help pay for an antiquated, ill maintained water system. I would request of you that this be investigated. I am fully against this rate hike, as are many of my neighbors.

This company seems to have some shady dealings, I have had a very minimal bill for over a year and have called requesting that my meter be checked or whom ever is reading the meters be instructed in the correct way to do so....I have made these calls in order to be an honest citizen. The reply was that nothing was out of the ordinary. I have a household of 4 and do much laundry and bathing, my bills went from approximately 40-50 dollars a month to approximately 12! There are a couple of houses on this street who also have these very questionable bills.

Not long ago there was a break in the system and the water ran in great quantities for many hours, not long after that we were informed that we were in a Stage 4 water alert, to my knowledge there were never any Stage 2 or 3 alerts. Phone calls were made from the Wilhoit Water Company informing us of this alert, the person who was making the calls even suggested that we should use minimal "in house" water and no outside watering. As a native of Arizona, I have been through many water shortages and have no problem with being careful conserving, but for this company to suggest that using very little "in house" water is ridiculous.

This increase is also supposedly to help pay for a well that was dug in the last year, that well from what I understand only produces about 6 gallons! Was this not planned well? Was it not dug deep enough? I have no answer, but I would think that a company would plan better.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Once again, I ask that the Wilhoit Water Company be investigated.

Thank you

Rose M. Jackson
9015 S. Donald Tr.
Wilhoit, Arizona 86332
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered in the Docket for this matter.
End of Comments

Date Completed: 6/19/2007

Opinion No. 2007 - 61001
