

W 03512A-06-0407
W-03512A-06-0613
W-03512A-07-0100
W-03512A-07-0019



ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 62701

Date: 8/21/2007

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

Complaint By: **First:** Teresa **Last:** Wendt

Account Name: Teresa Wendt

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: [REDACTED]

Utility Company: Strawberry Water Co., Inc.

Division: Knolls System

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Arizona Corporation Commission

*****REFERRED FROM COMMISSIONER MAYES OFFICE*****

DOCKETED

AUG 24 2007

From: [REDACTED]
Sent: Monday, August 13, 2007 9:02 AM
To: Mayes-WebEmail
Subject: Pine-Strawberry Water

DOCKETED BY [REDACTED] **nr**

Dear Ms. Mayes,

I am writing to ask the Corporation Commission to continue their investigation into Brookes Utilities. As a homeowner in Strawberry I have been subject to numerous water outages. As with our neighbors in Strawberry we plan for these outages, including now having large barrels outside for extra water storage. Unlike the neighbors though, my son is handicapped, and frequently needs additional baths and toileting. One of the primary reasons we purchased a home in Strawberry is because this town has not had the water shortages of other Arizona areas. Knowing that we will always have adequate water supply is very important to us. The recent problems with the Brookes company seem to indicate that the owners of Brookes are not providing a service for the community but rather they are looking for additional ways to profit. Dependable water service should be a right, not a privilege.

Thank you,
Teresa Wendt

[REDACTED]
End of Complaint

Utilities' Response:

RECEIVED
AUG 24 P 4:00
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

08/21/07 I called the customer and thanked her for sharing her opinion and explained that it would be placed in the docket and the Commission staff appreciates her taking the time to share her comments.

Docket # W03512A-06-0407

End of Comments

Date Completed: 8/21/2007

Opinion No. 2007 - 62701
