



4700

ORIGINAL ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2008 - 68130

Date: 4/23/2008

Complaint Description: 19D Other - ACC Admin. Questions
N/A Not Applicable

Complaint By: **First:** Caroline **Last:** Dawson

Account Name: Caroline Dawson

Home: [REDACTED]

Street: n/a

Work: (000) 000-0000

City: Hereford

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Northern Sunrise

Division: Water

Contact Name: Jim Cavanaugh

Contact Phone: [REDACTED]

Nature of Complaint:

Per Ms. Dawson, she had questions regarding a mailing received from the company about notification of a CC&N extension to provide service. As she was unsure of what the letter meant for her, (she has a well).
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I suggested she contact the company directly to be provided detailed info from them. Provided her with the toll free number to the customer service at Algonquin Water. I also advised her that the company would be re-noticing the customers with current and correct information. Noted for the record.
End of Comments

Date Completed: 4/23/2008

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Arizona Corporation Commission
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JUN 4 2008

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