

# W-04254A-08-0361



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM RECEIVED

ORIGINAL

Investigator: Guadalupe Ortiz Phone: [REDACTED] -5 P Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70348 Date: 8/1/2008

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

Arizona Corporation Commission  
DOCKETED  
AUG - 5 2008

Complaint By: First: Peter Last: Klein

Account Name: Peter Klein

Home: [REDACTED]

Street: [REDACTED]

Work: DOCKETED BY [Signature]

City: Rimrock

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Montezuma \*\* Rimrock Water Company, L.L.C.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*OPINION - OPPOSED\*\*\*\*\*

RE: Docket No. W-04254A-08-0361

Customer is opposed to Montezuma Rimrock Water's request for an increase in rates. Customer explained that the majority of the customer's that reside in this area are seasonal. Customer does not believe that the company is in need of an increase, as the company is known for abusing the monies they collect from customers.

Per customer, the company was approved funds in the past for an arsenic treatment system, which the company never performed. The company was also found to abuse the monies within the company's "General funds Account" which were collected its customer's.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

Advised customer that his opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take his comments and concerns into consideration before a decision is rendered in the rate application.

I further advised the customer, that concerns raised from customers assist the Commission in the investigation and review of the rate application, and Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Customer appreciates the information and assistance provided in this matter. CLOSED

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\*End of Comments\*

Date Completed: 8/1/2008

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