

W 01445A-08-0440



ARIZONA CORPORATION COMMIS

0000091477

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73620

Date: 12/3/2008

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

Complaint By: First: Kathy Last: Howe

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Sedona CBR: [REDACTED]

State: AZ Zip: 86336 is: [REDACTED]

Utility Company: Arizona Water Company

Division: Sedona

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Docket No W 01445A-08-0440 SEDONA SYSTEM

OPINION THROUGH CHAIRMAN GLEASON

From: Kathy Howe [REDACTED]  
Sent: Monday, December 01, 2008 6:49 PM  
To: Gleason-WebEmail  
Subject: Thank You

Arizona Corporation Commission

DOCKETED

DEC - 3 2008

DOCKETED BY [Signature]

RECEIVED  
DEC 3 2008

I appreciate your help with AZ Water Company. While there are still issues of them not being technology friendly, I can only hope the AZ Corp Commission will take this into consideration when dealing with their rate increases.

In my opinion, they have chosen to keep the profits instead of using a certain portion of the monies to improve their technology. I also have leased an office space whereby I am required to hire someone annually to make sure the water will work in a fire. The gentleman who did the check told me that the AZ Water Company is not the worst in being technology challenged but close to it...and he knows because he checks the system(s).

Catch-22 for you at the ACC. Is the consumer served when the company who is a sole-source to the consumer still has people-staffed offices, uses real people to physically deliver notices, and does not accept credit cards in today's world?

I don't think so. Those costs are soooooo much more expensive than using technology. Let's take the guy in the truck who goes to the house to deliver a disconnect notice...Even at minimum pay, plus the IRS mileage deduction, plus benefits...must cost them at least \$50/notice delivery, and then if the man comes out to use his rod to turn off the water, another \$50, then another time to unlock the meter, \$50. \$150. There are always variations to the costs, as you know, but it looks to me to be a bad business decision and actually costs the company money which they do not recover.

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It's sort of like the Big 3 Auto manufacturers who have chosen to move slowly towards the GenXers and GenYers who are totally technical. When do they intend to improve their systems? When the legislature has to run a bill to make them technology friendly??

PS. Wednesday I will be in receipt of my new, rebuilt GEM car for trips around Sedona.

Have a great day and again, Thank you for trying to assist me.

Kathy

Kathy Howe  
[REDACTED]

Sedona, AZ 86336  
[REDACTED]

\*End of Complaint

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Called consumer to confirm receipt of opinion.

\*End of Comments\*

**Date Completed:** 12/3/2008

**Opinion No.** 2008 - 73620

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