

W-01445A-08-0440



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ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 78362

Date: 4/17/2009

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

Complaint By: First: E. Last: Richter

Account Name: E. Richter

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Lale Montezuma

CBR: [REDACTED]

State: AZ Zip: 86342

is: E-Mail

Utility Company: Arizona Water Company

Division: Rimrock

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

ARIZONA WATER COMPANY

W-01445A-08-0440

I have a hard time understanding why the consumer has to pay extra to the Water Company to provide clean water. Companies especially now have an obligation to provide a proper service its what they should do as companies. If the water company were to say the consumer they would have to pay extra for a point beyond what is basic health I would understand it. Do we now have to pay extra if we want a good product, basically it feels like the company is saying, "you can have a product but it won't be healthy unless yo pay extra". Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Arizona Water Company's rate application in Docket No. W-01445A-08-0440. closed

End of Comments

Date Completed: 4/17/2009

Opinion No. 2009 - 78362

Arizona Corporation Commission

DOCKETED

APR 21 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2009 APR 21 P 4: 05
RECEIVED

W-01445A-08-0440

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 78322

Date: 4/16/2009

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

Complaint By: First: Carol J. Last: Spencer

Account Name: Carol J. Spencer

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85742

is:

Utility Company: Arizona Water Company

Division: Oracle

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

3/6/09

Arizona Corp. Comm.
Consumer Service Sect.
1200 W. Washington
Phoenix, AZ 85007

Re: Docket # W-01445A-08-0440

To whom it may concern:

As most consumers here in Arizona are losing income due to inflation, I am amazed that so many corporations who have actually had guaranteed incomes, are requesting increases from the people who need their resources. I have not had an increase in my pension from this state in over four years. Every utility I use had had increase during this time.

I have a lot in Oracle, Arizona. I had water provided by Arizona. I had water provided by Arizona Water Co. so I could keep the trees alive during the summer. Their policy is that I must pay a minimum of \$20.89 every month whether I use water or not. During the winter (6 months) I use no water but if I have the water turned off I must pay all the fees for those months if I turn the water on again.

Its my understanding that the Corporation Commission was created to protect Arizona Consumer.

Utility corporation have done much better than most of us. Why is it they seem to be getting increase in their rates making life ever more difficult for Arizona residents?

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

I am hoping you will deny these requests until they change the policies to assist the Arizona retirees & low wage earners.

Sincerely,

Carol J. Spencer

[REDACTED]

Tucson, AZ 85742

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I called customer and acknowledge receipt of her correspondence. I told customer that her Opinion will be entered into our database for the record and that her Opinion will be docketed so that the Commissioners will have an opportunity to read her concerns. FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Arizona Water Company. Docket No.W-01445A-08-0440. FILE CLOSED.

End of Comments

Date Completed: 4/16/2009

Opinion No. 2009 - 78322

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/6/09 I spoke with Mr. Llich and advised him that his letter was received and would be filed with Docket Control to be made part of the record. CLOSED.

End of Comments

Date Completed: 4/6/2009

Opinion No. 2009 - 78061
