

W-02327A-09-0284

ORIGINAL ARIZONA CORPORATION COMMISS



UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80937

Date: 8/7/2009

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

Complaint By: First: Karen Last: Zelmer

Account Name: Karen Zelmer Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Sierra Vista CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: [REDACTED]

Utility Company. Antelope Lakes Water Company, Inc.

Division: Water

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

Nature of Complaint:
(Docket No.W-02327A-09-0284)

July 18, 2009

I am disabled and can't get to Tucson

I have no doubt-repairs are needed-I've seen many repairs happening during the last 7 yrs. The company should have investigated the history of this water co & anticipated the needs & the costs. My belief is: the new company decided at the time of purchase - (if we run into difficulties we will just raise the price of water) I feel the only way we should raise the pride is if we are running short of water. I see many people wasting water & many wealthy that don't mind paying-water sparingly, use most of it to water yard. Not old growth hit, make sure they don't die

I am on a very limited budget-I've even cutoff my A/C in this heat-to save \$ I've stopped garbage pick up-I take 5 min showers. I cant afford pharmaceuticals-but, we need water-I have 7 pets and I feel that since we all need air and water to live-you should find another way to fix your problem-sell your co. or take on a partner, sell it to the city-let all the customers become shareholders or something.

End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED

AUG 12 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2009 AUG 12 P 4: 31
RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/7-

I called customer to acknowledge receipt of her correspondence. I told customer that her Opinion would be docketed so that the Commissioners will have an opportunity to read her concerns prior to rendering their decisions. FILE CLOSED.

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Antelope Lakes Water Company, Inc.- Docket No.W-02327A-09-0284)

End of Comments

Date Completed: 8/7/2009

Opinion No. 2009 - 80937

W-02327A-09-0284

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81047

Date: 8/11/2009

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

Complaint By: First: Philip Last: Crawford

Account Name: Philip Crawford

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sierra Vista

CBR:

State: AZ Zip: 85650

is:

Utility Company: Antelope Run Water Company

Division: Water

Contact Name: Joan Powers

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-02327A-09-0284 *****

Customer sent the following -

My wife and I have resided in a private residence serviced by Antelope Run Water Company (ARWC) for over 9 years. ARWC service during these years has varied; but it has generally been adequate. While ARWC service remains adequate, it does demonstrate a need for improvement. I understand that ARWC customers will ultimately need to pay for service improvements through future ACC approved rate increases. However, I do not support ARWC's emergency request to temporarily raise rates by 300% or more. I request that any ARWC rate increases are thoroughly investigated by the ACC or like Arizona public utilities organization to ensure they are based on sound engineering requirements and not poor business practices!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81047