

W-01445A-08-0440



0000097878

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81106 Date: 8/12/2009

Complaint Description: 19C Other - Company Policy/Procedures
N/A Not Applicable

Complaint By: First: Allen Last: Nagengast

Account Name: Allen Nagengast Home: [REDACTED]

Street: [REDACTED]

Work:

City: Port Orchard

CBR:

State: WA Zip: 98367

is:

Utility Company: Arizona Water Company

Division: Lakeside

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Docket No. W-01445A-08-0440*****

I contacted Arizona Water Company (Barbara) this morning in order to have my water service discontinued, because the house is vacant and for sale. She informed me that if the water was turned back on within a year, a surcharge up to eight month's minimum charge would apply.

I consider this to be a RIPOFF and dishonest. Their rates are already atrociously high.

My understanding is that your agency oversees these company's practices.

Arizona Corporation Commission

property address: [REDACTED]

DOCKETED

Lakeside, AZ85929

AUG 14 2009

End of Complaint

DOCKETED BY [Signature]

RECEIVED
2009 AUG 14 P 2:50
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Utilities' Response:

Investigator's Comments and Disposition:

8/12/2009 *****DOCKET NO. W-01445A-08-0440*****

Opinion noted and filed in DOCKET NO W-01445A-08-0440

8/12/2009

I called customer and he would like this to be filed as an opinion. He stated that the company is already ripping off its customers; he stated its called extortion. He knows that if the house sells that the new owners will be

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considered by ("AWC") as new service.
End of Comments

Date Completed: 8/13/2009

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