

W-02466A-08-0486



0000098143

ORIGINAL

ARIZONA CORPORATION COMM.
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [Redacted]

Fax: [Redacted]

Priority: Respond Within Five Days

Opinion No. 2009 82112

Date: 9/30/2009

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

Complaint By: First: Gale Last: Geiler

Account Name: Gale Geiler Home: [Redacted]

Street: [Redacted]

Work:

City: Golden Valley

CBR:

State: AZ Zip: 86413

is:

Utility Company: Walnut Creek Water Company, Inc.

Division: Water

Contact Name: Scott R. Dunton

Contact Phone: [Redacted]

Nature of Complaint:

***** REFERRED FROM CHAIRMAN MAYES' OFFICE *****

*** W-02466A-08-0486 ***

Customer sent the following e-mail -

From: [Redacted]
Sent: Sunday, September 06, 2009 4:05 PM
To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web
Subject: Recent Water Price Increase

Yes, I'am writing you in concern of the latest price hike you allowed for walnut creek development, Docket #W-02466A-08-0486, Decision #71173. This is totally outrageous our water bill has more than doubled, but the water co. says you allowed a 62% hike in billing, but our bill has more than doubled, but even so, how could you OK such a hike, I know you don't live here, and it would be easy to say yes, but most of us here are retired, and living on a fixed income, so all you did was take food off our table to put more money in the richs pockets. I'am also sending a complaint to the Az Attouney General, as this is really out of hand. Gale Geiler, [Redacted], Golden Valley, Az. 886413
End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2009 SEP 30 P 3:47
CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

SEP 20 2009

[Redacted] Mn

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded to customer with the following -

Dear Ms. Geiler,

Your recent e-mail to Chairman Mayes has been received. It was assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments about the recent rate increase approved for Walnut Creek Water Company will be filed with Docket Control and also placed in our permanent records. The Chairman appreciates you taking the time to comment on this matter.

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

NOTE: SEE ALSO 2009-81744 FILED WITH WALNUT CREEK WATER COMPANY.
End of Comments

Date Completed: 9/30/2009

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