

W-01808A-09-0137

ORIGINAL

ARIZONA CORPORATION COMMISS



0000098662

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Expedite

Complaint No. 2006 - 56033

Date: 10/19/2006

Complaint Description: 03D New Service - Main/Line Extensions
N/A Not Applicable

Complaint By: First: Charlie Last: Dains

Account Name: Charlie Dains

Home: [REDACTED]

Street: [REDACTED]

Work: Arizona Corporation Commission
DOCKETED

City: Glendale

CBR:

State: AZ Zip: 85301

is:

JUN - 2 2009

Utility Company: Rigby Water Company

DOCKETED BY [Signature]

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

October 11, 2006 RECEIVED
Mr. Ernest Johnson 0 CT 132006
Director - Utilities Division
Arizona Corporation Commission AZ CORP COMM
1200 W. Washington Street Director Utilities
Phoenix, AZ. 85007 ir
RE: Terra Mobile Ranchettes Estates and the Rigby Water Company

RECEIVED
2009 JUN - 2 P 4: 09
AZ CORP COMMISSION
DOCKET CONTROL

Dear Director Johnson:

The attached packet of material relates to a dispute we are currently having with the Rigby Water Company. A demand has been made for both an accounting of water delivered to the Terra Mobile Ranchettes Estates development for the last four years and return of capital for the water system that was constructed in accordance with a Main Extension Agreement.

Indications are that the Utilities Division and the ACC itself never approved this agreement. Research indicates that no agreement is on file going back to 1988.

Before anyone thinks that this is a matter of some "greedy developer" attempting to get out of a bad business deal, I want the Commission and the Utilities Division to understand that Rigby's own representatives significantly overstated water usage to my father, who is now 86 years old, who had no background or experience in utility matters. Several times, we tried to obtain usage information and an explanation as to the basis for the original estimates. The only thing we received back was a threatening letter from an attorney, who did not address our concerns.

This letter is part of our notification to the ACC that demands have been formally made. We appreciate your time in allowing us the opportunity to bring this matter to your attention, and would ask that if this item needs to be forwarded to either your legal department or to the Docket Control office, please take whatever action you deem appropriate. Again, my thanks.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Charlie Dams (for the family)

Glendale, AZ. 85301

Attachments – Main Extension Agreement, letters, etc.

Cc: Almost identical letters have also been sent to the ACC Commissioners

*****Please provide Commission with a copy of your approved main line extension regarding this consumer.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

referred to Kevin Torrey after assignment by Chris Kempley.

11/27/07

Closed with referral to legal. No further contact from consumer.

End of Comments

Date Completed: 11/27/2007

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Un-Substantiated

Notes: