

W-09355A-09-0275

ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM



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4700

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 79614

Date: 6/10/2009

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

First:

Last:

Complaint By: Walter

Pike

Account Name: Walter & Wanda Pike

Home:

Street:

Work: (000) 000-0000

City: Huachuca City

CBR:

State: AZ Zip: 85616

is:

Utility Company: Heart Cab Co., Inc. d/b/a Sulger Water Company #2

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

June 4, 2009

Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 JUN 16 P 3:59

RECEIVED

To Whom It May Concern:

I am writing in protest to raise of the Sulger Water Company #2.

We have water that is from the same underground lake that makes the formations in the Kartchner Caverns. Which this mineral content, think what it does to your faucets and appliances. We have had to replace several faucets, couldn't use the dishwasher and worried about the washer. Replaced hose nozzles more than once a year.

I question if this water is safe to use. I understand that a certified water person is to contact a customer, have them draw a sample of water from their faucet, returning to the company certified employee for testing. In talking to every neighbor I can, I can not find one person that has ever preformed this service for Sulger Water Company #2. Where are they getting the samples that are suppose to be tested periodically? Who is doing the draw?

We purchased a water softener/condition and reverse osmosis system for over \$2000.00 to even be able to use the water. The reverse osmosis system works on pressure. Most of the time the system is gurgling because the pressure on the water system is to low. This gurgling is a slow drip, that adds more to the water usage. The pressure is so bad, that if you are in the shower and someone flushes the stool, you get scalded.

I have never lived where the utility company doesn't have X number of gallons, as a minimum usage, before

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there is an additional charge for over that amount. Where with the temporary raise that they received last September, you have a Dollar minimum and charged more for each gallon you use. There use to be a minimum usage of 2000 gallon per month before you was charged extra.

After Sulger Water Company was given the temporary rate increase, Mr. Tim Sulger told me that the rate was to be \$30.00 a month. I ask for a copy of the order that he commission had approved for them. Was told he didn't have anything. They had to have something, to figure what they were sending out in a statement. This made him mad at me and he hasn't spoke to me since. I finally called the commission office to get you to send me out a copy. Then they came up on the statement that there could be a late fee, shut off fees and what ever they wanted to do, with no provisions in the order from you. I have not seen where any improvements have been done since Lisa resigned to working for the company and moved.

A lot of the people out hear are retired and live on Social Security. Cut the raise, please.

Sincerely,

Walter and Wanda Pike

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/10/09 I spoke with Ms. Wanda Pike and advised her that her letter regarding the Sulger Water Company #2 ("Sulger") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Sulger application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.

End of Comments

Date Completed: 6/11/2009

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