

W-01303A-08-0227
SW-01303A-08-0227



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 79912

Date: 6/23/2009

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

Arizona Corporation Commission

DOCKETED

JUN 29 2009

Complaint By: First: Timothy Last: Odde

Account Name: Timothy Odde

Home: DOCKETED BY [Signature]

Work: (000) 000-0000

Street:

CBR:

City: Bullhead City

State: AZ Zip: 86442

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

6/23/09

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2009 JUN 29 A 11:40
RECEIVED

Complaint filed please reference complaint no. 2009-79913.

RE: doc# w-01303a-08-0227

To the Arizona Corporate Commission:

On the first of June I received a letter from the Arizona American Water Company hoping that I was able to attend the Public comments meeting on April 30 in Bullhead City(where I live). I feel that they intentionally advertised in obscure publications for that meeting , very few people subscribe to them. The meetings were poorly attended! They DO NOT deserve the raise that they are asking for.

When asked at a meeting that I did attend early in the year(not an official meeting) ,the residing personnel from the company were asked how many of them drank the water their company put through the lines, none would fess up to using it untreated!!!! They sad it met standards.... They DO NOT deserve the raise that they are asking for.

When our neighborhood had a water leak some time back they didn't get it fixed for over 36 hours, our street had several inches of water standing in it !!!! I made several phone calls to the company that day with no answer !!!! The guys that I talked to at the leak kept telling the people here (mimosa trail area of Bullhead City)that they were trying to find a backhoe. The water lines here are about 3 feet deep.....but they couldn't fix it without a machine!!!!!!They DO NOT deserve the raise that they are asking for.

I'm sorry the more I write the more mad I get. This company doesn't know customer service at all.

PLEASE CALL FOR AN EXTENDED PERIOD OF COMMENT AND MAKE THEM REPUBLISH IT IN MORE PROMINENT PAPERS AND ON THE RADIO STATIONS. I GUARANTEE THE ROOM WILL FILL WITH RESIDENTS WHO FEEL THE SAME WAY!!!!!!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for your time,
Timothy Odde

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/22/09

From: Al Amezcua

To:

Sent: Monday, June 22, 2009 12:05 PM

Subject: Arizona American Water Co -- Opinion

Good morning Mr. Odde,

Per our phone conversation, Please send me your email opinion opposing the rate increase for AAWC. If you have any questions feel free to contact me at the number listed below.

Thank you,

Alfonso Amezcua
Arizona Corporation Commission
Utilities Division
Consumer Services

6/23/09 I spoke with Mr. Odde and advised him I had received his opinion and thanked him very much. I also advised him that I would be filing an informal complaint against AAWC in regards to his two issues. Paragraph 2 and 3. The company will be addressing these two items that he mentioned. He thanked me for the information and taking his opinion. CLOSED.

End of Comments

Date Completed: 6/23/2009

Opinion No. 2009 - 79912
