

RR-02635B-09-0075



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ORIGINAL

ARIZONA CORPORATION COMMISS.

UTILITY COMPLAINT FORM

RECEIVED

47
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Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80152

Date: 7/1/2009

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Mary Last: Berg

Account Name: Mary Berg

Home: [REDACTED]

Street: [REDACTED]

Work:

Arizona Corporation Commission

City: Flagstaff

CBR:

DOCKETED

State: AZ Zip: 86004

is:

JUL -2 2009

Utility Company: Miscellaneous ACC Questions

DOCKETED BY

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

***** RR-02635B-09-0075 *****

*** BURLINGTON NORTHERN & SANTA FE RAILROAD ***

Customer sent the following -

The completion of this project to ensure quiet zones in Flagstaff is critically important to our economy. As a member of the Tourism Commission I am aware of organizations outside of our city/state who are unwilling to travel here because of the bad reputation our city has for train noise. (When tourist can't sleep, they are not happy and are reluctant to spend their tourism dollars here.) In addition, my business is on the east side of Flagstaff and train noise prohibits conversation during meetings and on the phone several times every day.

I understand that our City officials neglected to secure the proper approvals from ACC prior to construction. However, please do not punish the City for their oversight/neglect. Please, help us resolve this situation by approving the completion of this important project.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 7/1/2009

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the proposal is unsafe. What is beyond your jurisdiction, in my opinion, is the political debate in Flagstaff over whether all the crossings should be "quieted" or whether some people felt they've been left out of the remedy. That issue is clearly for the local authorities to deliberate and decide and should be irrelevant to the ACC's consideration of the issue. If I were the ACC I would not enter that debate. Your question is merely one of design. The proposal is better, safer, and quieter. I encourage you to approve it.

Regards,
William P. Ring
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 7/1/2009

Opinion No. 2009 - 80153

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Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 7/1/2009

Opinion No. 2009 - 80154

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UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80155

Date: 7/1/2009

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By: Steven

Talaga

Account Name: Steven Talaga

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

***** RR-02635B-09-0075 *****

*** BURLINGTON NORTHERN & SANTA FE RAILROAD ***

Customer sent the following -

This should be a no-brainer to reduce the noise approx every 15 minutes of every hour.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 7/1/2009

Opinion No. 2009 - 80155