

W. 02327A-09-0284



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

410

**Investigator:** Trish Meeter

**Phone:** ( ) 2

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No. 2009 80553 Date: 7/22/2009**

**Complaint Description:** 08A Rate Case Items - Opposed  
08D Rate Case Items - Hearing/PC Meeting

**First:** Cathy **Last:** Schneider

**Complaint By:** Cathy Schneider

**Account Name:** Cathy Schneider

**Home:** ( )

**Street:**

**Work:**

**City:** Sierra Vista

**CBR:**

**State:** AZ **Zip:** 85650

**is:**

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**Utility Company:** Antelope Run Water Company

**Division:** Water

**Contact Name:**

Arizona Corporation Commission  
Contact Phone DOCKETED

**Nature of Complaint:**

7/22  
Docket No. W-02327A-09-0284

JUL 24 2009

DOCKETED BY [Signature]

Customer had concerns about the notification she received by the company. She originally requested the Hearing be changed to Sierra Vista instead of Tucson. I advised she could make comment on the application by several different methods. She asked I take her comments as we spoke. She believes in the 9 years in residence the company had some problems that were addressed by the company. Things have been good and service reliable and she had some misgivings about the truth in the gloom and doom letter related to pumping problems the company is having. She was not aware of any problems. She does realize that the current rates have been in effect since 1981, but on the same hand feels an increase should have been requested before now, as an increase would have been gradual and customers would not feel the impact so severely. Customer needed explanation of request and what steps could be done to voice her concerns.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

The process of filing an opinion was discussed with Cathy and she was informed of the Commission's role in evaluating the application and the steps an application takes before a decision is rendered. She thanked me for the information and felt she was much more informed about the process. She thanked me for taking the time to provide her with an explanation. Advised her comments would be made part of the record.  
\*End of Comments\*

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Date Completed: 7/23/2009

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