

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

they may have saved the water company some money by possibly purchasing a smaller pump. If it is determined that the Neal Family purchased a incorrect pump, this violates the health, safety, and welfare of its customers.

There is also another part of the puzzle, also in the Neal Family is the Claude K. Neal trust. In the past this same trust has been used to lend both the Cerbat Water Company and the Truxton Canyon Water Company monetary loans. The Claude K. Neal trust funds are used to pay the watering of the Valle Vista Golf Course. I have been told that it can be at least 20,000. a month.

It is apparent that the Neal Family has mismanaged both Water Companies, there are numerous serious leaks throughout Valle Vista, and yet this family will not or wont fix any of them. They still owe the City of Kingman a sizeable amount of money (plus penalties is in the range of about 20,000), and yet they have not even paid them.

If the average citizen does not pay their bills our utilities are shut off. But now the Neal Family is different. If you review all the prior correspondence from all of the individuals / customers/ consumers they have paid their bill on time, and yet what did the Neal Family do with the money?

On October 2009 the Mohave County Board of Supervisors approved this same family to build a Biodiesel Refinery less than a mile away from a residential community. If the Neal Family cannot manage a water company, how can they build and manage a Biodiesel Refinery which is highly volatile and the industry has a long history of explosions.

I urge you and plead with you to not allow the rate increase for Cerbat Water Company. I also urge you to review all the correspondence and file an order to show cause to dissolve both the Cerbat Water Company and the Truxton Canyon Water Company. The Neal Family has shown complete disregard to the management of both water companies, and I feel the customers / consumers have the right to have you the Arizona Corporation Commission dissolve both companies and appoint an outside manager to do a complete and detailed Audit of both Companies.

I thank you for taking time out of your busy schedule to read this Email. I know that there is a hearing on November 12, 2009, and you will be hearing the Families request for an increase it is item number 5. I apologies for not getting this Email to you sooner. Thank you for looking out for the health, safety and welfare of citizens of Mohave County, and the citizens of Arizona.

Susan A. Bayer

Golden Valley
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer was contact by Chairman's office. Docketed in emergency rate case. W-02391A-09-0516
End of Comments

Date Completed: 11/18/2009

Opinion No. 2009 - 83141

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where I live. That did not happen and I understand as you were busy with the people in north Kingman without water. I pray these people won't have interruptions again but that will be a wasted prayer.

I have horses, chickens and gardens and pets. When my animals start suffering then I feel compelled to make someone else suffer.

I will not rest until this company comes out and runs new lines for me and several of my neighbors at Truxton's expense.

I will look forward to hearing from you.

Thank you,
Harry Hoyler


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/19

Docketed

End of Comments

Date Completed: 11/19/2009

Opinion No. 2009 - 83170
