

W-02391A-09-0516

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83600 Date: 12/8/2009

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

Complaint By: First: Dean & Judy Last: Stacks

Account Name: Dean & Judy Stacks

Street: [REDACTED]

City: Kingman

State: AZ Zip: 86409

Home: [REDACTED]

Work:

CBR:

is:

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2009 DEC 11 P 3 56
AZ CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: Cerbat Water Company

Division: Water

Contact Name: [REDACTED]

Arizona Corporation Commission
Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NUMBER W-02391A-09-0516*****

DEC 11 2009

REFERENCE: Cerbat Water Company

DOCKETED BY [Signature]

We have been informed that Cerbat Water Company would like to increase our monthly bills by \$20 and would like to include a one-time \$30 surcharge as well. This does not seem to be an appropriate charge to their customers. It is not the customers fault that for years Cerbat Water Company has mismanaged their company. A rate increase is fair, and they requested one a few years ago, but they again mismanaged and did not file the complete paperwork that was required for them to receive a rate increase nor did they have a proper backup plan. That is not our fault as the consumer and we should not have to pay for their incompetence. If they were unable to run a business properly and unable to turn a profit, they should not be in business. I have also heard that they purchased new books to fill out as they had not be doing it, but this is hearsay. It is your job to protect the people and we all would appreciate you not allowing an increase to cover their past mistakes and errors.

An increase at today's current rate to start as of your hearing date is appropriate, not an increase to give them more money to maybe pay off their debt to the city for use of their water and to pay for repairs to the well or pump that they should of done with our monthly money we have been paying them all along.

As to their poor management of Cerbat Water Company, I am now concerned that our water quality also may be at risk, did they test it properly, did they change any of the data to be in their favor? Is this something that you can also look into?

I ask that you completely investigate all of the Cerbat Water Company records since the beginning of their business. Please think of how they have been running this company all of these years and what might happen in the future if they are allowed to continue running this business or allowed an increase for their past errors. They might take that money and still not fix the problem permanently or even have a proper back up plan. If I ran my business as poorly as they have, the Registrar of Contractors with the State of Arizona would cancel my license

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to protect the citizen of Arizona. That is why the State is involved, to protect it's citizens.

Thank you for your consideration with this matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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REFERENCE: Cerbat Water Company

Noted and filed in Docket Number by Carmen Madrid

End of Comments

Date Completed: 12/8/2009

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