

W-02391A-09-0516



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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry

No. 2010 - 84111

Date: 1/6/2010

Complaint Description:

08C Rate Case Items - Intervention  
N/A Not Applicable

First:

Last:

Complaint By:

Jo Ann

Oxsen

Account Name:

Jo Ann Oxsen

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR:

State:

AZ Zip: n/a

is: E-Mail

Utility Company:

**Cerbat Water Company**

Division:

Water

Contact Name:

B. Marc Neal

Contact Phone:

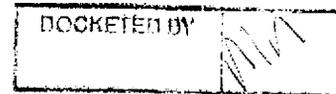
Nature of Complaint:

From: J. Oxsen [mailto:  
Sent: Tuesday, January 05, 2010 8:48 AM  
To: Mayes-WebEmail  
Subject: Docket No. W-02391A-09-0516

Arizona Corporation Commission

**DOCKETED**

JAN 15 2010



Hi Kris,

I've spent a half hour or more unsuccessfully on your website trying to find the proper form to complete to public comment in protest of the pending rate increase/surcharge of Cerbat Water Co. in their upcoming Jan. 20 hearing. Since Jan. 8 is the deadline for me to file the form, please email me a copy that I might complete and file it ASAP. Thank you.

Jo Ann

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

----- Original Message -----

From: Al Amezcua

To:

Sent: Wednesday, January 06, 2010 10:36 AM

Subject: FW: URGENT--FW: Docket No. W-02391A-09-0516

Good morning Ms. Oxsen,

Vertical stamps: RECEIVED, JAN 15 2010, 10:41 AM

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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This is in response to your email dated January 5, 2010 to Chairman Mayes Office. My name is Alfonso Amezcua with the Arizona Corporation Commission. I was assigned to respond to your questions regarding the necessary form to file for the pending emergency rate increase of Cerbat Water Co. You are correct about the hearing date scheduled for January 20, 2010. The January 8, 2010 is the last day for a person wishing to intervene in the case to file their documentation. You have the opportunity up until the day the case goes before the Commissioners to voice your opinion. The earlier you file your opinion the sooner it will be noted for the record. At this time if you wish to file an opinion on the current pending case please submit it via email. I will make sure to enter it in our database and file it with Docket Control to be made part of the record. Feel free to *contact me directly with any questions at*

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
Utilities Division  
Consumer Services

From: J. Oxsen [mailto:  
Sent: Wednesday, January 06, 2010 11:13 AM  
To: Al Amezcua  
Subject: Re: URGENT--FW: Docket No. W-02391A-09-0516

Dear Alfonso,

I simply wanted to voice my concern about Cerbat Water Company's rate increase and surcharge. From the time we moved over two years ago to our present address which is served by Cerbat Water Company until the present, we've had several low water days including one with dirty water flowing from the faucets. Also, from reports I've read in the newspapers and in talking with long-time Kingman area residents, it appears that Cerbat Water Co. has made a practice of minimal maintenance on their equipment and not paying the city of Kingman when having to tap into their water supply during periods of equipment failure. They also have had no back-up water supply system of their own, as every water supplier is expected to have. Thank you for including my concerns in your database and filing it with Docket Control to be made part of the record at the time of the Jan. 20 hearing.

Jo Ann Oxsen

1/6/10 email to customer

Dear Ms. Oxsen;

Your e-mail regarding the Cerbat Water Company ("Cerbat") emergency rate will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Cerbat application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utility Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/6/2010**

**Inquiry No. 2010 - 84111**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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1/14/10 Email

January 14, 2010

RE: CERBAT WATER COMPANY

Dear Water Customer:

Your letter regarding the Cerbat Water Company ("Cerbat") emergency rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Cerbat application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the emergency rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/14/2010**

**Opinion No. 2010 - 84295**

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