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ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84230 Date: 1/12/2010

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

Complaint By: **First:** William A. **Last:** Bowles

Account Name: William A. Bowles **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Kingman **CBR:**

State: AZ **Zip:** 86409 **is:**

Utility Company: Cerbat Water Company

Division: Water

Contact Name: [REDACTED] **Contact Phone:** [REDACTED]

Nature of Complaint:

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

REFERENCE; Cerbat Water Company

William A. Bowles
[REDACTED]
Kingman, AZ 86409

January 8, 2010

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 86007

Arizona Corporation Commission
DOCKETED

JAN 15 2010

DOCKETED BY [Signature]

RECEIVED
JAN 15 2010
ARIZONA CORPORATION COMMISSION

To: Arizona Corporation Commission

Re: Cartel Water Co., Inc. Request for water rate increase and surcharge.

Docket # W-02391A-09-0616

We are in favor of some parts of this request.

1) We feel that a one time surcharge of \$30.00 per customer is appropriate, and an increase in gallon usage should be granted (with in reason).

2) The emergency rate increase of \$20.00 per month is NOT appropriate. Cerbat Water Co. has not stated how long this rate increase would last. This needs to be addressed. One would think in any business a rate increase would also take into consideration any unforeseen emergencies.

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3) Cerbat Water Co. also needs to show that they are concerned with customer needs, and not just give lip service. For example; we've had two leaks at our water meter (their side) in the last 2 yrs. The first leak lasted for 12 months. It became the local critter watering hole of Quail Run Place. The second leak took two days to get attention from Cerbat Maintenance crew to arrive. Leaving our cul-de-sac a mud hole and running water and mud for a block and a half. We were told the repair crew was out of town. (HELLO). When ever this repair crew does arrive to fix whatever has broken, they leave the job with open holes and its up to us, the customer to find the dirt and fill the accident waiting to happen holes.

4) The financial proposal of this document is going to be a financial strain. We already do our best to conserve water not only to fit our budget but to the scarcity of our water resources.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

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

REFERENCE; Cerbat Water Company

Noted and file in Docket Number by Carmen Madrid

End of Comments

Date Completed: 1/12/2010

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