

ORIGINAL

W-01825A-09-0345



0000107633

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84290 Date: 1/14/2010

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

Complaint By: First: Joseph & Kim Last: Valentine

Account Name: Joseph & Kim Valentine Home: (000) 000-0000

Street: [REDACTED] Work:

City: Mohave Valley CBR:

State: AZ Zip: 86440 is:

Utility Company: Lagoon Estates Water Company, Inc.

Division: Water

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

Nature of Complaint:

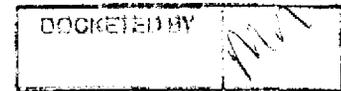
*****DOCKET NUMBER W-01825A-09-0345*****

Arizona Corporation Commission
DOCKETED

JAN 20 2010

REFERENCE: Lagoon Estates Water Company, Inc.

To Whom it May Concern



RE: Docket # W-01825A-09-0345.

We are home owners @ 2 [REDACTED] Our water is supplied by Lagoon Estates Water Company Inc.

We have been at this address for 6 yrs now & not seen a single improvement in water quality. The water is so dirty it actually stains everything it comes in constant contact with an orangey/brown color.

When we tried to get a water treatment company to service our house, they said they couldn't make this water potable.

I find it absolutely ridiculous that they have the nerve to raise rates.

The lines are full of dirt & in constant need of repair. The workers are careless and constantly damaging line... leaving residents without service or running the meters full tilt for days at a time.

We & our neighbors are regularly replacing, faucets, showers, hose bibs, & even toilets damaged by the H2O & mud that flows through them. Many of our neighbors actually pay to have h2o hauled to their home. We buy water for consumption & cooking as boiling the tap h2o actually ruins your pots & pans in just one use.

Thank you for your time

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Joseph & Kim Valentine
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****DOCKET NUMBER W-01825A-09-0345*****

REFERENCE: Lagoon Estates Water Company, Inc.

Noted and file in Docket Number by Trish Meeter

End of Comments

Date Completed: 1/14/2010

Opinion No. 2010 - 84290
