

W-02105A-09-0522



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ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

47
CD

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86737

Date: 5/5/2010

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

Complaint By: First: Curtis and Cynthia Last: Arnold

Account Name: Curtis and Cynthia Arnold

Home:

Street:

Work:

City: Dolan Springs

CBR:

State: AZ Zip: 86441

is:

Utility Company: Mount Tipton Water Co., Inc.

Division: Water

Contact Name: Julie Travis

Contact Phone:

Nature of Complaint:

***** W-02105A-09-0522 *****

Customer sent the following -

Curtis & Cynthia Arnold
14690 North Cattle Drive
P0 Box 1478
Dolan Springs, AZ 86441

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix, AZ 85007

April 28, 2010

Re: Docket No. W-02105A-09-0522

Arizona Corporation Commission
DOCKETED

MAY 10 2010

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2010 MAY 10 A 9:53

RECEIVED

This letter is in reference In Mt. Tipton Water Company requesting a increase in water rates and charges. One question.., is what has the company used the current surcharge monies for? We have not received any notification from Mt. Tipton as to a breakdown of exactly where the \$10.00 a month extra charge goes. We have no problem with an increase, as long as the money is used to improve the water system or maintenance of the system. Mt. Tipton Water Company in the past, has not used money it has received wisely. Monies from a grant that Mt. Tipton received is still unaccounted for.

Recent correspondence from Mt. lipton includes:

"As many of you know, we have had our ups and downs being able to supply enough water for our customers,"

JAN 18 2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

dated March 19, 2010

'Tests Showed Coliform Bacteria in Mt. Tipton Water Co. Water," dated March 1, 2010

In 2009, Mt. Water Co. had 4 violations due to not completing the required test during a calendar quarter. We had NO violations that were the result of exceeding any maximum contaminant level."taken from the 2009 Drinking Water Quality Report Mt. Tipton Water Company-Public Water System Number AZO4 08-059

When customers receive these notices as stated above, we are glad that the company is keeping us informed. On the other hand, we are also concerned as to the quality of the drinking water and the credibility and future of the company.

Sincerely,

Curtis & Cynthia Arnold
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 5/5/2010

Opinion No. 2010 - 86737
