

W-02355A-09-0275

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (

Fax:

Priority: Respond Within Five Days

2010 JUN - 8 P 3:29

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2010 - 87307

Date: 6/7/2010

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

Complaint By: **Wanda E. Pike**

Account Name: Wanda E. Pike

Home: (

Street:

Work:

City: Huachuca City

CBR:

State: AZ Zip: 85616

is:

Utility Company: Heart Cab Co., Inc. d/b/a Sulger Water Company #2

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

Also referenced as a complaint--see complaint # 87057*

Docket # W-02355A-09-0275

May 17, 2010

Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED
JUN - 8 2010

DOCKETED BY

To whom it may concern:

I am writing to protest the funds of the Heart Cab Company, dba; Sulger Water Company

On January 1, 2009, they received a rate increase from \$9.95 to \$31.00 a month. Along with this increased rate, there is no minimum water usage, like there was before. In other words, originally with the \$9.95 we had a minimum use of 2000 gallons a month. We have never had a \$31.00 statement since then. They are always \$37 to \$44 dollars a month.

I am asking that if they are given the larger rate as a permanent monthly charge, I think there should be a monthly minimum usage before the rates goes up to every gallon you use. I have had a lot of water companies in the past; they all have had a minimum use of XXX number of gallons.. This rate needs to be lower. No more than \$20.00 a month. Most of the people out here in this water company are Senior Citizens on a fixed income, and should not be prayed upon for more money with the losey service we receive.

We have the worst service of any water company around. Half of the time we have no pressure. When you call

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them for a reason, you get barked at, like "touch s___", you shouldn't be calling. You will get pressure.

As for statements, this is the 27th of May, and we haven't received this month's statement.

Last month, we didn't get it till the 15 of April, when the meter is supposedly read on the 1st or 2nd of the month.

Wande E. Pike

Huachuca City, AZ 85016

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/07

Emailed to Phoenix to docket.

Docket Nos. W-02355A-09-0275

FILE CLOSED.

End of Comments

Date Completed: 6/7/2010

Opinion No. 2010 - 87307
