

W. 01782A-10-0224



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ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 87383

Date: 6/11/2010

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

First:

Last:

Complaint By: **Unknown**

Unknown

Account Name: Unknown Unknown

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is: E-Mail

Utility Company. **Abra Water Company**

Division: Water

Contact Name: -----

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01782A-10-0224

From: Able Service [mailto:.....]
Sent: Saturday, June 05, 2010 4:47 PM
To: Utilities Div - Mailbox
Subject: Abra Water Company's request for rate increase

RECEIVED
2010 JUN 21 1 P 4 48
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

As stated in their notice to me June 1, 2010 one of the reasons for their rate request is arsenic removal. It is my understanding that Abra did not comply with mandatory testing on several occasions. The last time I checked, my family was still drinking substandard water with arsenic levels at or above the healthful limits.

MAKE THEM PROVE that they have improved the purity of the product, especially the arsenic levels, before rewarding them with a rate increase. Why should I be forced to pay more for the same old levels of poison?

They say that they lost an UNAUDITED \$37,071.00 last year. Could they make that statement if a C.P.A. did an audit? Requesting an increase of nearly \$100,000.00 could be a fun thing if it is possible to pump poison, get paid for it, ask for more and get it.

WE CAN'T GET A WELL PERMIT ! We are captive customers. Someone there needs to stick up for us consumers. Times are still tough. Money for utilities is not easy to come by. When one adds the cost of bottled drinking water for the family, things get tougher.

If we can't drink it, (you can smell a glass of it across the room) why should they be rewarded? A little help from your sense of fair play is much needed.

Many thanks for your time and attention
A long time Paulden resident.

Arizona Corporation Commission

DOCKETED

JUN 21 2010

End of Complaint

Utilities' Response:

DOCKETED BY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

6/11
6/11/10

I have received your email regarding the application from Abra Water Company, Inc. for an increase in rates. Your comments will be placed on file with the Docket Control Section of the Arizona Corporation Commission in Docket No. W-01782A-10-0224 and made a part of the rate case.

Issues regarding quality of water are handled through the Arizona Department of Environmental Quality. They can be reached at 602-771.2300.

If I can be of further assistance, please feel free to contact me.

Sincerely,

Trish Meeter
Arizona Corporation Commission
Consumer Analyst
Utilities Division

End of Comments

Date Completed: 6/11/2010

Opinion No. 2010 - 87383
