

W-02391A-10-0218



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ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2010 87541

**Date:** 6/22/2010

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

**Complaint By:** **First:** William & Laura **Last:** Lampkin

**Account Name:** William & Laura Lampkin

**Home:**

**Street:**

**Work:**

**City:** Kingman

**CBR:**

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

**is:**

**Utility Company:** Cerbat Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\*DOCKET NUMBER W-02391A-10-0218\*\*\*\*\*

REFERENCE: Cerbat Water Company

Regarding our customer service application about the water rate increase of 54.46%: The company states that the expenses from 2000 have increased by approx. 86.28% since the last rate case. Many homes were not even here during that period of time including ours. We have been here since 2005. This will probably enter into the high percentage of cost estimates. We think a 54.46% increase is excessive in times of this economy since many people here are on a fixed income and retired and cannot afford to be gouged in this way. A moderate increase in fees would be acceptable if they can prove the need. Upon inspection of the well I found it to be dirty, unkept, and no expense has been used for clean up of the area. They only have one (1) pump run by an electric motor which replaced a diesel motor earlier this year. At that time we had lost all water & had to beg the City of Kingman for water. We've also had several curtailments during the years lived here because of lack of back-up.

The quality of the water is very poor. I have been told that anything over 500 parts per million is unfit to drink. Our water has measured up to 900 ppm. As far as I know Gerbat Water Company has no water treatment. So the homeowners have to supply their own water softeners and reverse osmosis treatment in order to drink the water. This is expensive. The company seems to be poorly managed by not putting money into maintenance of the equipment. Seems as if they want their customers to cover their capitol expense such as the new electric motor. Where is their profits?? I have attached pictures of the Cerbat well area to show how unkept and dirty it is at this time. It shows lack of money spent on this well.

Thank You,  
Bill & Laura Lampkin  
\*End of Complaint\*

**Utilities' Response:**

Arizona Corporation Commission  
**DOCKETED**

JUN 23 2010

DOCKETED BY

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N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

Noted and filed in Docket Control.

\*End of Comments\*

**Date Completed: 6/22/2010**

**Opinion No. 2010 - 87541**

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