

W01445A-08-0440

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89591

Date: 9/23/2010

Complaint Description: 08D Rate Case Items - Hearing/PC Meeting
N/A Not Applicable

Complaint By: First: Trudy Last: McCleary

Account Name: Trudy McCleary Arizona Corporation Commission Home: (000) 000-0000

Street: n/a DOCKETED Work:

City: Munds Park SEP 24 2010 CBR:

State: AZ Zip: 00000 is:

DOCKETED BY [Signature]

Utility Company: Arizona Water Company

Division: Sedona

Contact Name:

Contact Phone:

Nature of Complaint:

From: Trudy McCleary
Sent: Wednesday, September 08, 2010 10:10 AM
To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; stupm-web@azcc.gov
Cc: Kent Jarvis; PinewoodBranch1@aol.com; Teri Hayden; smbyrobdale@msn.com; cfassel@cox.net; Diannereth@aol.com; Jan Jarvis; krafty40@aol.com
Subject: AZ Water Company's tariff

RECEIVED
2010 SEP 24 A 9:27
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Dear members of the Arizona Corporation Commission,

In reviewing my monthly invoice with Arizona Water, it lists on their general service water rates for Pinewood, AZ, tariff attached, a minimum charge under the size of the meter.

I challenge that wording and ask that you instruct them to change it from "Minimum Charge" to "Monthly Fee" for their meter, as in rental. In my case, my yearly rental fee for their meter is \$ 277.20, which is a bit exorbitant, and I ask that you take this into consideration when approving their next increase request.

I am a business manager and in our company we have minimum charges, which means the least amount a person is invoiced for our service, not a monthly fee billed in addition to our service.

In order to review my billing rate, I have to subtract this monthly fee, not minimum charge, from my amount billed to make sure they are charging me correctly. After my conversation with them this morning, I was told I had to pay this month for the increase effective July 1 and that is tacked on to my invoice through September 2.

I will check again next month to make sure they have billed me correctly because I can not figure that with this month's billing.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for your time and consideration of my requests.

Regards,

Trudy McCleary

Munds Park, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

From: [Bradley Morton
Sent: [Tuesday, September 21, 2010 8:04 AM

Subject: [Arizona Water Company

Dear Ms. McCleary,

I am responding to your email to the Arizona Corporation Commission regarding your Arizona Water Company bill. Your request regarding wording of the bill can be submitted as an Opinion, changes like this would be done at the time of a rate case and since their last rate case is completed we will take this into consideration for the next case. I forwarded your concerns to the company and see that Mr Tom Harrell has sent an email to you regarding the billing.

If there are still any issues that I can help you with I can be reached at

Regards,

Bradley Morton
Public Utilities Consumer Analyst
End of Comments

Date Completed: 9/23/2010

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