

W-02886A-10-0369

ORIGINAL



0000119090

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 90562      Date: 10/26/2010

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

Complaint By:      First:      Last:  
Shari      Tucker-Gasser

Account Name:      Shari Tucker-Gasser      Home:

Street:      Work: (000) 000-0000

City:      Phoenix      CBR:

State:      AZ      Zip: 84048      is: Cellular

Utility Company.      Kohl's Ranch Water Company

Division:      Water

Contact Name:      Nancy J. Stone      Contact Phone:

Nature of Complaint:

October 15, 2010

Shari Tucker-Gasser

Phoenix, AZ 84048

Phone (Home):

Cell Phone:

Email:

Arizona Corporation Commission

DOCKETED

OCT 26 2010

DOCKETED BY *KSS*

RECEIVED  
2010 OCT 26 P 3 31  
ARIZONA CORPORATION  
COMMISSION  
DOCKET CONTROL

Name of Utility Co.: Kohl's Ranch Water Company

Name on Bill: Charles Gasser

Account Number:

Company Contacted: Yes

The rate increase proposed by IXL is ridiculous. The water is not drinkable, and has little pressure to the end user. (Sometime I get nothing but a trickle out of the kitchen sink) The lodge and the water company assets have never been separated in the 50+ years of existence. Separating them now make no since what so ever. I can also tell you something's a miss. They have been flushing the system with a very high concentration of chlorine lately. In all my years up there I have never smelt it before. Most of us are part-time home owners. My family is there only on weekends between May and October. In fact I believe there are only about 10 full-time users there.

Their proposed budget seems disproportionate to the facility type and user base. Why pay for meter reads during the winter, when 97% of your users are not using water? Billing statements could be issued quarterly, as opposed to monthly.

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

10/26/10 Comments noted for the record and docketed. I left a detailed voice mail message for Ms. Gasser and addressed her concerns that she wrote the Commission about. I provided the telephone number to ADEQ for water quality issues.

CLOSED.

\*End of Comments\*

Date Completed: 10/26/2010

Opinion No. 2010 - 90562

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

10/26/10 Comments noted and docketed for the record. CLOSED  
\*End of Comments\*

Date Completed: 10/26/2010

Opinion No. 2010 - 90565

---