

SW-20445A-09-0077, W-02451A-09-0078,
W-01732A-09-0079, W-20446A-09-0080,
W-02450A-09-0081 and W-01212A-09-0082

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2010 DEC 13 P 3:40

Investigator: Richard Martinez Phone: (Fax: (520) 222-2772

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2010 - 91553 Date: 12/1/2010

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

Complaint By: First: Robert Last: Burleson

Arizona Corporation Commission
DOCKETED

Account Name: Robert Burleson Home:

Street: Work:

DEC 13 2010

City: Mohave Valley CBR:

State: AZ Zip: is:

DOCKETED BY
Rja

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

***** W-01732A-09-0079, et al *****

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accrued:

- 1- Meters are defective
- 2 -Meters have been designed to register more water usage volume
- 3 -Meters have been designed to measure more accurately

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2010 DEC 13 P 3:10

We think you should investigate this matter!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Robert Burleson

Tel

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/01/10- Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 12/1/2010

Opinion No. 2010 - 91553