

W.03912A-11-0014

ORIGINAL



0000123586

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: -----

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 93708

Date: 3/4/2011

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

Complaint By: First: Jack Last: Huff

Account Name: Jack Huff

Street:

City: Pearce

State: AZ Zip: 85625

Home:

Work:

CBR:

is:

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2011 MAR -8 PM 3:58

RECEIVED

Utility Company: Sunizona Water Co. / AKA Narvol D. Bales

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-03912A-11-0014

Customer was the previous owner of Sunizona Water Company prior to selling the water company to Dean Bales. Customer is not happy with how this water company has been run as Sunizona Water Company has taken lots of money from people throughout the last ten years and at this time is not refunding any money in November of each year from either line extensions or meter refunds as approved by the ACC. No one ever gets any credit in November per the Arizona Administrative Code R14-2-405 B.2

Customer is also stating that the ACC should be auditing this company (customer is claiming that he was audited years ago by Brian Bozzo of the ACC) as Dean Bales has purchased both a Backhoe and a Trencher and billed it under Sunizona. Yet, customer uses both equipments to do work for his own benefit to fill his pockets with.

Customer claims he can see maybe a 10% rate increase but not a 120% increase. Customer said that Dean Bales has been fined in the past for performing work on the side without having a contractor's license and again, using equipment that was intended to be for the Sunizona Water Company.

Customer claims that Dean Bales is very hard to get along with and his customers do not trust him based on his past actions.

Also, customer wants the ACC to know that Sunizona does not follow the rates as prescribed by the ACC and will charge customers whatever amount he wants.

Customer is opposed to the rate increase of 120% as customer believes that the restaurant will go out of business if their water rates double.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

MAR 8 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

3/04

Emailed to Phoenix for docketing. FILE CLOSED.

\*End of Comments\*

Date Completed: 3/4/2011

Opinion No. 2011 - 93708

---