

W-20541A-11-0199

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: ( )

Fax: ( )

Priority: Respond Within Five Days

Opinion No. 2011 95241

Date: 5/18/2011

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

First:

Last:

Complaint By: James

Jones

Account Name: James Jones

Home: ( )

Street:

Work:

City: Vernon

CBR:

State: AZ Zip: 85940

is:

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Utility Company: Cedar Grove Water

Division: Water

Contact Name: Mark Grapp

Contact Phone: ( )

Nature of Complaint:

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Customer is opposed to the proposed rate increase. He says he and most of his neighbors live on Social Security and their incomes have not increased over the past several years. With the price of everything going up he feels this much of an increase would cause a hardship for many customers.

He says the company closed its office in Show Low and when you need to talk with someone from the company you have to leave a message and wait for someone to call you back.

Customer says a small increase might be OK but not the proposed 95% increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I provided information to customer regarding the rate case process including the Commission's website address and how to access eDocket to follow the filings in this case. I thanked customer for taking the time to contact the Commission and let us know his thoughts in this matter.

\*End of Comments\*

Date Completed: 5/18/2011

Opinion No. 2011 - 95241 Arizona Corporation Commission

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