

W-03514A-10-0116
W-03514A-10-0117

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97263 Date: 7/25/2011

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

Complaint By: First: Mrs. Charles Last: Adams

Account Name: Mrs. Charles Adams Home: (

Street: n/a Work: (000) 000-0000

City: Payson CBR:

State: AZ Zip: 00000 is:

Utility Company: Payson Water Co., Inc.

Division: Mesa Del Caballo

Contact Name: Contact Phone:

Nature of Complaint:

Consumer opposed to the augmentation fee. She states that she was shocked to see that there was over a \$100 jump in her bill. Her normal bill is between \$30 - \$32 and this month her bill went to \$106.94. She states that there are a lot of people on fixed incomes in her area and on Social Security. She states that she now washes her dishes once a day and she has never done that in the past.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained that the company was charging this charge which was approved on 9/28/10 in Decision 71902. Consumer understands that this has been approved, I advised consumer that her opinion would be filed in the docket. Closed

End of Comments

Date Completed: 7/25/2011

Opinion No. 2011 - 97263

Arizona Corporation Commission

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DOCKET CONTROL

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97256

Date: 7/25/2011

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

Complaint By: First: Clayette Last: Gonzalez

Account Name: Clayette Gonzalez

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 00000

is:

Utility Company: Payson Water Co., Inc.

Division: Mesa Del Caballo

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer is opposed to the augmentation fee.

Consumer states that she received her monthly bill and it is extremely high. She states that her bills are normally around \$29.00 a month and now it has jumped to \$103.72. She states that there was a meeting with Bob Hardcastle but that no one was allowed to ask any questions. She states that there a lot of retired people on Social Security in this area. They haven't gotten an increase in their Social Security checks and how does the company expect them to pay when the economy is not improving. She stated that she did not know how their opinions could be made and heard.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained that the Augmentation Fee had been approved on Sept. 28, 2010 per Decision 71902. I gave her information on how to get into the ACC website to get the information of this matter. I also explained to her that the public can attend any meetings, hearings and Open Meetings regarding these situations. The consumers were given notification regarding the hearing. Some opinions were received and anyone can file opinions by either calling the ACC, mailed in, faxed or e-mailed and those opinions will be made part of the docket. Closed

End of Comments

Date Completed: 7/25/2011

Opinion No. 2011 - 97256