

W-02062A-09-0466  
W-02062A-09-0515

ORIGINAL



0000127829

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone:

Fax:

Priority: Respond Within Five Days

Arizona Corporation Commission

Opinion No. 2011 - 97247

Date: 7/25/2011 DOCKETED

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

JUL 27 2011

First:

Last:

DOCKETED BY [Signature]

Complaint By: Marjorie

Jackson

Account Name: Marjorie Jackson

Home:

Street:

Work:

City:

CBR:

State: AZ Zip: 85650

is:

RECEIVED  
2011 JUL 27 P 2:12  
AZ CORP COMMISSION  
DOCKET CONTROL

Utility Company: Southland Utilities Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

To Arizona Corporation Commission:

This letter is in response to the reply received from Southland Utilities regarding their customer notice re change of rates. The reason I and all of my neighbors strongly object to these increases are for the following reasons: -----

1. No meeting was held in our area! Southland Utilities held a meeting only in Tucson which is 180 miles round trip from this location. We further have no office for this Co. in our area, and no local phone number. Therefore it is clear S. Utilities have no idea of the needs for this Community. This proving my talking points ahead that this company was greedy in grabbing water rights to obtain huge profits.
2. What Southland Utilities is asking for is a tripling of our water costs; far beyond reasonable for this area as for the service they provide; as noted further in this response.
3. This area of Sierra Vista is mostly made up of elderly residents of fixed incomes. Note Social Security and other pensions have been kept at the same level for 3 years. No cost of living adjustments though the whole nation is aware of the increase in food, electricity, gasoline, healthcare, prescription drugs and water. At this time our water is being increased times 3 far beyond fair and reasonable. Why? Because Southland Utilities made a decision to grab the rights from the previous owners who lost their office and equipment due to a fire. Seeing an opportunity to make a huge profit by doing very little, Southland Utilities put very little into their operation of clear water delivery and failed miserably. The Southwest Utilities provided clean potable water every day, never an outage, great Customer Service, sent bills in envelopes and accepted payments given to the technician.
4. What is our dilemma now? Over and above increase of rates while giving no service. We have experienced many outages since the takeover of Southland. 1st one an occurrence that proves the point that a lack of caring and experienced personnel caused us to lose water for a week. Reason they made a holding tank (unnecessary item) and did not let the paint dry. Our water was full of paint thinner. We used bottled water and took showers away from home and used a Laundromat. We were reimbursed for bottled water only! Since the first disaster, many more days we get over-chlorinated water—mostly in the a.m. We have to let the taps run out a lot of water just to brush our teeth (who should pay?). We have noticed a very strong odor or petroleum

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distillates which again is not potable and we cannot shower, cook, drink or launder clothes. Because this has been such a huge problem, we were forced to buy a new Refrigerator which has 2 filters so we can drink cleaner water. Note-not exactly free of chemicals in the form of dusty granules.

5. Billing. We have begged for bills to be sent in envelopes. Post/cards are sent though 1st class post/cards do not get sorted with envelopes. They are a lower priority, thus we have incurred many late fees. On one occasion our bill was 10 days late. We called and asked if it was every sent. They just said yes. Nothing else. On delivery we paid the bill and found they had called and complained to the credit collectors. We had to call and make a formal complaint to reverse and make our credit rating whole again. Still they refuse to use envelopes. They complain about having to pay 44 cents per bill--we are expected to pay 44¢ to make the payment. Now back to square 1. An office in Sierra Vista Please with a local phone and bills in envelopes--too much for Southland? This is necessary the company Service this area not dip into our pockets to pay their debts and to rob us by the tripling the cost of water to residents without allowing us to have a voice. No, they ask too much and it's way beyond unreasonable.

6. We live in mobile and manufactured homes here in Sierra Vista Estates and Golden Acres. Any debt that a company acquires should be paid by the company. No one pays our debts!! Meters were already installed--why are we paying a monthly charge now? Our average water bill for 2 peoples jumps from \$16.00 to \$43.39. We grow our vegetables to save money and conserve in every way to use as little as possible. Now no more veg. We are going back to being less than poor!

P.S. On returning from the Monument Fire evacuation, 3 days later no water for 3 ½ hours. When will they be giving a reasonable service?

Cc: Senators John Kyl and John McCain, Governor Janet Brewer

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

7/25 -- opinion entered into database and will be docketed in #s W-02062A-09-0466 and W-02062A-09-0515.

\*End of Comments\*

Date Completed: 7/25/2011

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