

W-04254A-11-0296



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ARIZONA CORPORATION COMMIS

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98868

Date: 9/8/2011

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Arizona Corporation Commission
DOCKETED

Complaint By: First: **Monte & Karlene** Last: **Voepel**

SEP 8 2011

Account Name: Monte & Karlene Voepel

Home:

Street:

Work:

DOCKETED BY

City: Rimrock

CBR:

State: AZ Zip: 86335

is:

Utility Company: **Montezuma ** Rimrock Water Company, L.L.C.**

Division: Water

Contact Name: Patsy Olsen

Contact Phone:

Nature of Complaint:

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Customer sent the following -

We've been waiting for a very long time for the Arsenic Treatment System in Rimrock, and we hope that this rate increase will expedite it. There are two parties in particular who have opposed any progress to be made in this department and have done everything they can think of to prevent the construction of an arsenic treatment system here. Their purpose is a mystery to us, and they don't even use this water.

Arsenic consumed by humans is retained and builds up in the body to toxic levels which can even cause death. As this is the water we and our family drink and use every day, we are very concerned about the health hazards which the high levels of arsenic in the water present. Although we don't like to have higher water bills, we do want to have a healthy source of water, and we hope that this rate increase will result in that.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/8/2011

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RECEIVED
2011 SEP - 8 3:15
AZ CORP COMMISSION
DOCKET CONTROL

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UTILITY COMPLAINT FORM
