

W.01906A-10-0170

ORIGINAL



0000130102

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99339 Date: 9/21/2011

Complaint Description: 05Z Quality of Service - Other
05F Quality of Service - Can't Reach Company

Complaint By: Vincent W. Kopec

Account Name: Vincent W. Kopec

Street: ... Claus Avenue

City: Sierra Vista

State: AZ Zip: 8

Arizona Corporation Commission DOCKETED

SEP 28 2011

Home

Work:

CBR:

is: E-Mail

DOCKETED BY [Signature]

Utility Company: East Slope Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

(W-01906A-10-0170)

At least twice this year, I have been on my morning walk on Avenida Serancino and noticed that water was gushing down the side of the road out of the water tank. I have called them every time and their reply was always an indifferent "we'll look in to it". If they are wasting no-telling-how-many gallons of precious water with such indifference and yet want a rate increase, it is no wonder the water company is in such (supposedly) dire straights. If you call the 'emergency number', you can never get a live person much less leave a message that there is a problem - weekends or weekdays. And when you tell Southwestern Utility this, they tell you that they know of no problem.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/21/11
Emailed to the Phoenix office for docketing.
FILE CLOSED.

End of Comments

RECEIVED
2011 SEP 28 P 12: 37
AZ CORP COMMISSION
DOCKET CONTROL

Date Completed: 9/21/2011

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