

W-01751A-11-0331



0000130702

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

CO 47

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

2011 OCT 25 P 3:06

Priority: Respond Within Five Days

Opinion No. 2011 - 100303

Date: 10/24/2011

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

Arizona Corporation Commission

DOCKETED

OCT 25 2011

First:

Last:

Complaint By: **The**

Jones Family

Account Name: The Jones Family (John)

Home:

Street:

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86429

is:

DOCKETED BY *mn*

Utility Company: **Katherine Resort Water Company**

Division: Water

Contact Name: C Ed Schuetz

Contact Phone: (

Nature of Complaint:

*****Copies of 3 pictures are in Util Div file*****

Attention: Arizona Corp Commission
Utilities Division

We are one of the year around families of this water company, there are 38 homes and 14 are year round. Before you grant this water co. any rate change, please allow me to express my views on the condition of our water.

This water is tested at the well site not at residents.

See photo 1 & 2. This filter is located in line to my home. I have to change the filter three times a month at a cost of \$10 per filter.

The water is coming from the well to our home in old cast iron pipe, some of which has rusted out. Last year in front of our home it was replaced. The owner of the water company, Mr. Schuetz, was here to see this and knows what poor water everyone is getting. We even offered the man a glass of water to drink and he refused (go figure that!).

All the line pipe needs to be replaced for all the home owners. We only bath[e] and do laundry with this water and I'm sure it's not healthy!

Our drinking water we have to buy at a cost of \$20.00 mo. (see photo #3).

Please put yourselves in our place. This water is not fit to drink or bath[e] in and now this co. wants a rate change! I think the company needs to pay us for the water we try to make safe and we're not sure it is.

Please come and talk to the home owners and do some test at the home owner residences. We all need some

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

help.

Thanks for your time.

Jones Family
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/24--opinion entered into database and will be docketed in 11-0331.

have left VM for customer asking him to call. Am going to tell him I'll be mailing him copy of application (he sent along 4 pages of it but about 8 pages were missing and they wondered where they were). I'll also refer him to our e-Docket website if they have access to computer. And finally, I will suggest that he call AzDEQ with comments about his water quality -- and could send copies of the pictures.

10/25--spoke w/Mr. Jones, explained how he can access e-Docket and also suggested he call ADEQ's Water Quality Department about his water quality issues. Also said I'd mail him first 10-12 pages of the application, in case he isn't able to access e-Docket. He appreciated the call.

*****CLOSING*****
End of Comments

Date Completed: 10/25/2011

Opinion No. 2011 - 100303
