

W-01751A-11-0331

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: () () ()

Fax: () () ()

Priority: Respond Within Five Days

Opinion No. 2012 - 102685

Date: 3/13/2012

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

Complaint By: First: Ben & Pauline Last: Bennett

Account Name: Ben & Pauline Bennett

Home: (000) 000-0000

Street:

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86429

is:

Utility Company: Katherine Resort Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission

DOCKETED

*****DOCKET NO. W-01751A-11-0331*****

MAR 14 2012

RATE CASE OPPOSED

Sept. 14, 2011

DOCKETED BY

Steven M. Olea, Director Arizona Corporation Commission
1200 W. Washington St.
Phoenix Arizona 85007

AZ CORP COMMISSION
DOCKET CONTROL

2012 MAR 14 P 4: 09

RECEIVED

Dear Sir,

We are writing to you in response to Katherine Resort Water Company's application for a rate increase. The area in question is a land-lock residential street outside Bullhead City consisting of approximately 40 lots and surrounded by Lake Mead national Park.

We are upset for the amount of increase. The increase almost doubles from the current rate of \$3.00 to \$5.00. The current rate we pay is already high for water we cannot drink. For years we have bought bottled water and have invested in a reverse osmosis water system. We also have a water softner which we have to keep a warranty on as the water is so bad we are constantly having it serviced.

We have had broken pipes in ceiling several time and have had to replace toilets due to water stains. The water is brown quite often.

The water system has been neglected, unreliable and undrinkable ever since we have lived here, which is almost eighteen years.

We hope you examine all request closely.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for your attention to this matter.

Sincerely,

Ben & Pauline Bennett

Bullhead city, Az 86429

cc: Katherine Resort Water Company

REPLY WE GOT FROM ED SCHUETZ TO THE ABOVE LETTER:

I live in San Diego, our city water line, my water cost is much higher than yours, I also have a water softner, I just replaced it recently with a new one from Culligan. I also have a reverse osmosis system and just had the filters changed about 3 mo. ago. As to the quality of the Katherine Water; It is monitored every month, samples are taken to the local Mohave Lab and the results are sent, by the Lab to A.D.E.Q. in Phoenix. We cannot continue to operate at a loss, therefore we need a rate increase to keep going.

Schuetz

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Opinion noted and filed for the record in Docket Control.

End of Comments

Date Completed: 3/13/2012

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