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ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

2012 MAR 20 A 9 31

Investigator: Richard Martinez

Phone

Fax: (520) 628-6559

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion

No. 2012 - 102787

Date: 3/16/2012

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

James & Karhleen

Tittle

Account Name:

James & Karhleen Tittle

Home: (000) 000-0000

Street:

Work:

City:

Bullhead City

CBR:

State:

AZ Zip:

is:

Utility Company.

Katherine Resort Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

(Docket No. W-01751A-11-0331)

Arizona Corporation Commission

DOCKETED

March 3, 2012

MAR 20 2012

Re: Katherine Resort Water Company proposed water rate increase

DOCKETED BY

To whom it may concern:

We are writing to protest the proposed utility rate adjustment requested by the Katherine Water Company who provides our water.

There are no local water providers who change a "minimum monthly tariff" at such an exorbitant rate as \$27.85 for residential water service. Locally Bermuda Water (Utilities, Inc) charges a base charge of \$13.00 (just raised from \$11.00) and charges \$1.25 to \$3.12 per 1000 gallons. The City of Bullhead City has an even lower rate. It is appalling that Katherine Resort Company is proposing a rate increase from \$3.000 to \$8.25 per 1000 gallons on top of the ridiculously high base rate.

The water we receive is not treated or conditioned. It is merely pumped out of the ground- and whether it is appropriate tested is questionable. We do not receive reports regarding it's "quality" or what it has been tested for if it has been tested at all. Not only is the water completely undrinkable, but it is often rust colored and contains sediment-making it difficult to keep fixtures clean. We as well as our neighbors all find it necessary to have softened water as well as conditioned water to make it "potable". There is very low water pressure should you decide to water plants and take a shower at the same time!

We do not believe that we should be responsible to pay for the owner's bad investment- particularly when we receive little or no service from this company- except to be billed for our water usage.

We respectfully request that the proposed utility rate adjustment be denied.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for your attention to this matter.

James J. Tittle
Kathleen A. Tittle
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/16/12
Emailed to the Phoenix Office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 3/16/2012

Opinion No. 2012 - 102787
