

W-01751A-11-0331

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2012 - 102733

Date: 3/14/2012

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

Complaint By: First: Rob Last: Stacey

Account Name: Rob Stacey Home: (000) 000-0000

Street: [REDACTED] Work:

City: Bullhead City CBR:

State: AZ Zip: 86429 is:

Utility Company: Katherine Resort Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint: Arizona Corporation Commission
(Docket No W-01751A-11-0331) DOCKETED

February 20, 2012

ADEQ

1100 West Washington Street
Phoenix, AZ 85007

MAR 22 2012
DOCKETED BY [Signature]

RECEIVED
2012 MAR 22 A 11:08
AZ CORP COMMISSION
DOCKET CONTROL

RE: Katherine Resort Water Rate Increase Proposal and water quality

To whom it may concern:

This letter is in regards to the proposed rate hike by Katherine Resort Water Company. This water company services 40 lots. Not every lot has a home on it and not every home is occupied on a full-time basis. There are 17 full-time residents in the neighborhood and most are on a fixed income. They only just received the 3% Social Security raise this year for the first time in several years.

Now, Katherine Resort Water Company is asking for a 112% rate hike. This is outrageous. Why should customers be gouged so hard because two-thirds of the lots use little or no water a month?

The quality of the water, it is suspect at best. Most of the neighborhood does not drink the water; bottled water is brought in. From quality reports I have read that were submitted to ADEQ, it appears that this company is found in violation of quality and waits to the last minute to correct the problem. They are reactive instead of proactive. Who knows how often water sampling is done? The water comes from an abandoned mine shaft, which most likely has bat guano. The two hydrants on the system probably do not have enough pressure to put out a fire and the system is rarely flushed out. At on time, there were locks on the hydrant for over a year. The

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fire department would not have been able to open them. The water also caused problems for pipes and water heaters and at times brown water will come out of the faucets.

It is understandable that a company needs to make a profit but the fact is this increase request is too much for a substandard water system. If all of the lots were using water on a monthly basis, then there probably would not be a loss.

It is my hope that the PUC will take these factors into consideration. If you have any questions, you may contact me at (5509) 769-9144 (cell) or (928) 754-1604 (home).

Sincerely,

Rob Stacey
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/14
Emailed to Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 3/14/2012

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