

W.03936A.11.0418
W.03936A.12.0073



0000136326

ORIGINAL

ARIZONA CORPORATION C
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 103509 Date: 4/30/2012

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

Complaint By: First: Gina Last: Eilers

Account Name: Gina Eilers

Street:

City: Tonopah

State: AZ Zip: 85354

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2012 MAY - 3 P 3:50
RECEIVED

Utility Company: Eagletail Water Company, L.C.

Division: Water

Contact Name:

Nature of Complaint:

RE: Docket No's W-03936A-11-0418
W-03936A-12-0073

Arizona Corporation Commission
DOCKETED
MAY 7 2012

DOCKETED BY [Signature]

Customer is opposed to the Company's request for financing in the amount of \$65,000. Customer is specifically bothered with the fact that the Company did not obtain at least three bids from different companies to assist the Company in determining if there was a more cost efficient option available to repair the pump. Customer believes the amount quoted to Eagletail to repair the pump is excessive and would recommend the Company consider installing a new pump or research the pros and cons of dropping a submersible pump into the well.

Per customer, if the Company were to drop a submersible pump the cost to rate payers would be significantly lower than what the Company was quoted to repair the existing pump.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 5/2/2012

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