

W-01445A-12-0348

ORIGINAL

ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM RECEIVED



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Investigator: Scott Friedson

Phone: (602) 364-1065

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2013 JAN 11 P 12: 58

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION DOCKET CONTROL

Opinion No. 2013 - 107784

Date: 1/11/2013

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

First:

Last:

Complaint By: Jim

Mandile

Account Name: Jim Mandile

Home: (585) 266-3948

Street: 11 Antelope Drive

Work:

City: Sedona

CBR: (585) 202-8854

State: AZ Zip: 86336

is: Cellular

Utility Company: Arizona Water Company

Division: Sedona

Contact Name: Tom Harrell

Contact Phone: (602) 240-6860

Nature of Complaint:

\*\*\*W-01445A-12-0348\*\*\*\*\*ARIZONA WATER COMPANY\*\*\*\*\*OPPOSED\*\*\*\*\*

We purchased a home at 11 Antelope Drive in Sedona in April of 2012. Even though we have used our home for a total of four weeks since then, we have paid a monthly service charge of \$26.77 and a sewer bill of \$47.34.

In July, we received a call from the Arizona Water Authority. We were told that we had used 100,000 gallons of water. This was alarming as no one was at our property. We are not sure how this happened. Consequently, we had someone check the house and there were no water leaks inside our home. We then hired someone to shut off the outside water. In addition, the Water Company said that they checked the meter and it was not faulty. We were then charged \$300 for the water and the only assistance from the Arizona Water Company was to offer a five month payment plan. We were not given any breaks on our bill. Also we have continued to be charged a monthly bill of \$26.77 for water which we do not use.

This situation would have never occurred if we were allowed to turn off our water while out home is not occupied. We would be willing to pay a minimal charge to turn the water back on when we return to Sedona. That is the fair solution. (Please note that the Monroe County Water Authority charges \$.15 per day when we are here in Sedona.)

Our question is why is this monthly charge allowed under law? Is it right that we pay for a service that we do not use? This favors the Arizona Water Authority; not the customer! Why?

Thank you for your thoughtful consideration to this issue.

Jim Mandile  
585-202-8854 (cell)  
\*End of Complaint\*

Arizona Corporation Commission  
DOCKETED

JAN 11 2013

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Comments entered for the record and filed in docketed # W-01445A-12-0348. CLOSED.  
\*End of Comments\*

Date Completed: 1/11/2013

Opinion No. 2013 - 107784

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