

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ORIGINAL



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Scott Friedson

Phone:

2013 APR -2 FAX: 52

Priority: Respond Within Five Days

Opinion No. 2013 - 109851

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
Date: 4/1/2013

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

Complaint By: Lester & Patricia Johnson

Account Name: Lester & Patricia Johnson

Street:

City: Mohave Valley

State: AZ Zip: 86440

Home:

Work:

CBR:

is: Cellular

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

4/1/13

\*\*\*\*\*WATER\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*OPPOSED\*\*\*\*\*

Arizona Corporation Commission  
DOCKETED

March 27, 2013

APR 02 2013

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St. Phoenix, AZ 85007  
Docket Number W-01732A-12--0315

DOCKETED BY  
*km* *JM*

Arizona Water Commission.

This letter is to inform you that we (Willow Valley Water Co.) had a water raise approximately two years ago and I am wondering what has been done with that money? We can't drink the water here even though we are told its ok. You can only wash your clothes with it and that is not always at its best as I have had brown water come out of the facet all over the clothes. We have the same problem with the toilets. I spend allot of money just to keep my toilets clean with Iron Out so I can leave for a month and not return and not be able to get my toilets clean again.

Not only is the water a problem but my husband and I are both disabled. retired as allot of folks in the area and on a fixed income. This 73.9 raise in water is a ludicrous jump in amount. We understand things go up but this is off the chart.

The only thing that has been done besides trying to better the water is they put in solar power lids for the water boxes so they can now read the meters at the office. I needed to do some upgrades and they told me that they needed a day or two to come out and turn off my water as we are not allowed to do that any longer. Great, have a contractor wait around until they decide to come out? This is an improvement in service - I think not. What do

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

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you do when the waters running all over with a broken pipe? Wait for the place to flood?

We have been here for 40 years and we moved here for the low rates and now we won't be able to keep the place with prices like this figure that Global Water Company (Willow Valley Water) wants to increase too. Please consider the little guy and not the large corporations.

Thank you for your time and consideration in this matter.  
Yours truly,

Lester & Patricia Johnson

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and filed in docket number W-01732A-12-0315. CLOSED.  
\*End of Comments\*

**Date Completed: 4/1/2013**

**Opinion No. 2013 - 109851**

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