

W-01344A-13-0032

ORIGINAL



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

Priority: Respond Within Five Days

2013 APR 5 PM 1 24

Opinion No. 2013 - 109971

Date: 4/5/2013

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

Complaint By: First: Howard Last: Halter

Arizona Corporation Commission
DOCKETED

Account Name: Howard Halter

Home:

APR - 5 2013

Street:

Work:

City: Tacna

CBR:

DOCKETED BY
ne

State: AZ Zip: 85352

is:

Utility Company: Tacna Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01344A-13-0032*****
OPPOSE

My concerns are with the 400% raise in the basic rate and a 25% increase in usage, it isn't doing anything for the quality of water we receive. I do understand they need to get the company back in financial order but it also needs to furnish a usable product. The arsenic problem isn't the sole problem, the well water is so high in salt that it is useless except to shower and boiling water. The water eats water heaters, kills grass and fruit trees, can't even make ice with it. The pump, water line and filter system are in place from the canal and we did have it for a few months however they didn't pay the District for the usage and that was that. During the time we had canal water, it was great and were getting a usable product. I guess what I'm trying to say is, if we get a good product for the increase, then fine, if not, the water we receive isn't worth the \$7.00 basic rate even if the company is in trouble. Thank You for your time and efforts on this issue.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 4/5/2013

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