

W-01580A-13-0255

ORIGINAL



0000147378

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112278

Date: 8/15/2013

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

First:

Last:

Complaint By: Emma L.

Stetson

Account Name: Emma L. Stetson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01580A-13-0255

RECEIVED
2013 JUN 16 A 9:2
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
WATER

Gentleperson,

I have major concerns about the rate increase from Tonto Village Water Co.

Since purchasing the company, the current owners have made no improvements to the system. They just maintain the leaks that occur.

There are times when water is shut off for repairs with no prior notice. Also, when power goes off, there is no backup generator and we can be without water for hours. This is a rural area and getting bottled water is difficult, especially in winter when we get snowed in.

Since the system is old, and we all have septic, I am concerned about contamination if the system is not pressurized properly after repairs.

At this point, with no improvements, an increase of 300% for basic water service is beyond ridiculous. In my opinion, a small increase should have been asked for when they purchased the company and improvements started.

Thank you
Emma Stetson

Arizona Corporation Commission

DOCKETED

AUG 16 2013

End of Complaint

Utilities' Response:

DOCKETED BY	ne
-------------	----

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/15/13: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 8/15/2013

Opinion No. 2013 - 112278
