

W-01815A-13-0210

ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone:

2013 AUG 26 P 12: 33

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2013 - 112424

Date: 8/26/2013

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

First:

Last:

Complaint By: Clayton L.

Deetz

Account Name: Clayton L. Deetz

Home:

Street:

Work:

City: Topock

CBR:

State: AZ Zip: 86436

is:

Utility Company: Golden Shores Water Company, Inc.

Division: Water

Arizona Corporation Commission

Contact Name: Linda Boyer

DOCKETED

Contact Phone:

Nature of Complaint:

AUG 26 2013

\*\*\*\*\* W-01815A-13-0210 \*\*\*\*\*

DOCKETED BY

Customer sent the following -

Commissions Utility Division  
Docket No. W-01815A-13-0210

In reference to the Golden Shores Water Company INC. Emergency Rate Increase Filing; Dated June 27,2013:

Please note in the narrative cover sheet Mrs. Wayland admits the operations manager was less than honest with the operation of her Company. Did she do anything to recover those losses?

Secondly it is my understanding that she fired the operations manager without due process and he then engaged her in an unlawful firing suite. Mrs. Wayland chose to not engage in this suite, Why?

Thirdly the operations manager used the water company equipment for various jobs here in town that were not water company related. Where is that equipment now?

It is obvious that there has been poor management of the company over quite a few years, until Mr. Sparks came on board.

The question is should we the consumers be asked to solve years of mismanagement by a gigantic raise of our water rates in one year.

Thank you for considering the information in this correspondence.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,

Clayton L. Deetz

Topock, Arizona 86436  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

**Date Completed: 8/26/2013**

**Opinion No. 2013 - 112424**

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W-01815A-13-0210

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112423

Date: 8/26/2013

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

First:

Last:

Complaint By: Brian and Catherine Smith

Account Name: Brian and Catherine Smith

Home:

Street:

Work:

City: Topock

CBR:

State: AZ Zip: 86436

is:

Utility Company: Golden Shores Water Company, Inc.

Division: Water

Contact Name: Linda Boyer

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-01815A-13-0210 \*\*\*\*\*

Customer sent the following -

Docket No. W-01815A-13-0210

We live in the community of Golden Shores, AZ. We are snow birds that live there 6 months of the year. We pay for our meter year round. We are not renters. We purchased a home on E. Tule Dr. because we like the area and everything was within our budget. Also everyone has been very friendly and helpful to use. We understand the cost of everything is going up, but because we are not there in the summer we feel that the increase is not right for the snow birders who are only there part of the year.

Thank you  
Brian & Catherine Smith

Golden Shores, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 8/26/2013

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 112423

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KL-01815A-13-0210

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112422

Date: 8/26/2013

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

First:

Last:

Complaint By: Judy A.

Stumlin

Account Name: Judy A. Stumlin

Home:

Street:

Work:

City: Topock

CBR:

State: AZ Zip: 86436

is:

Utility Company: Golden Shores Water Company, Inc.

Division: Water

Contact Name: Linda Boyer

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-01815A-13-0210 \*\*\*\*\*

Customer sent the following -

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, AZ 85007

Docket # W-01815A-13-0210

We are snowbirds and feel the meter increase is unfair. We currently pay each month for this meter even when we are not present.

As this area has many snow birds it would seem the water company is receiving a fair amount of income from people when very little service is being provided.

I understand cost may go up but +75% seems high.

Regards  
Judy A. Stumlin

Topock, , AZ  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed: 8/26/2013**

**Opinion No. 2013 - 112422**

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