

W-02678A-13-0293

ORIGINAL



0000148653

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 113032

Date: 9/30/2013

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

RECEIVED
OCT - 1 A 9 16
AZ CORP COMMISSION
DOCKET CONTROL

First:

Last:

Complaint By: Dan

Freeman

Account Name: Dan Freeman

Home: (5)

Street:

Work: (000) 000-0000

City: Snowflake

CBR: 9'

State: AZ Zip: 85937

is: Home

Utility Company: A. Peterson Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-02678A-13-0293

WATER

9/24/13: Correspondence

We purchased this property six and a half years ago and have had A. Petersen Water Company the entire time, as there are no other choices. I have called several times over this period regarding the consistently low water pressure and have been told it'll be better and nothing has happened as yet.

Last year we were notified of a rate increase that would improve the delivery issues. Again, promises made with no action. This July (2013), we were notified the delivery system failed a water test BACK IN October. Very timely, don't you think? I know of several neighbors who have serious health issues and tainted water could have been disastrous for them. This company needs to be more diligent with their notifications and stop treating their customers so cavalierly.

The notice we received was a multiple generation copy that was almost unreadable, I still have the copy if you would like to see the quality. This rate request documentation we received is very confusing and I cannot help but wonder if they had not been spending money shifting billing agencies so frequently it would even be necessary. There has been no less than three changes in billing agencies over the past two years and I cannot help by wonder what that cost is. Additionally, I have received bills destined to other customers. This is a privacy issue and after calling the Tucson number, I spoke with several folks who all thought it was funny. Not a very professional outfit.

It appears to me there is a mismanagement problem within A. Petersen Water Company rather than a cash flow problem. We, the customers should not be penalized for their greed. Please seriously consider denying their request for rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

OCT 01 2013

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/30/13: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 9/30/2013

Opinion No. 2013 - 113032
