

W-01982A-13-0311

ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone: 2013 OCT - 1 P 3: 32

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2013 - 113190

Date: 10/7/2013

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

Arizona Corporation Commission

DOCKETED

Complaint By: James and Judith Jamieson

OCT 07 2013

Account Name: James and Judith Jamieson

Home:

Street:

Work:

DOCKETED BY [Signature]

City: White Hills

CBR:

State: AZ Zip: 86445

is:

Utility Company: White Hills Water Co., Inc.

Division: Water

Contact Name: Janice & Dave Arthur

Contact Phone:

Nature of Complaint:

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Received the following -

I'm writing to oppose the adjustment in water rates that has been proposed by the White Hills Water Company.

We are a household of two people in White Hills,AZ.They want to sweeten the pot by offering us 2,000 gallons at \$45.00 .This is meaningless.We hardly use over 240 gallons a month.

We only have 20psi water pressure. Barely enough to flush the toilet properly. Others in our neighborhood have 50psi pressure.This is because our infrastructure is so bad it won't take 50psi pressure because the lines might burst.Instead of using grant money to improve the water lines and service,they buy personal vehicles with it. Of course I have no proof of this but a lot of people here know about it.

As for their billing,two years ago I received a bill for \$927.00 for one month.I called them about this and told them there was no way two people could use that much water in one month.We got into an argument about it and I told her I refused to pay the bill because I didn't use that much.I ended up calling Mr.Brad Morton at AZ. Water Comission. I FILED A COMPLAINT.#2011-97126.HE SENT THEM A LETTER.They dropped my bill down to approximately \$90.00.We also called Mohave County sheriffs dept.They came and took a report,which is on file. The deputy walked our property and said there was no way we could have used that much water. He saw no evidence of a leak nor did we have a pool.

With an unaudited report,how do they know exactly how much they have lost. L would like an audited report stating income,losses and an accounting of the grant money.

Thank you for your consideration in this matter.

James and Judith Jamieson

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White Hills AZ. 86445 9505

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: 10/7/2013

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