

W-02168A-11-0363  
W-02168A-13-0309  
W-02168A-13-0332



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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

RECEIVED

**Investigator:** Jenny Gomez

**Phone:** (520) 628-6550

**Fax:** (520) 628-6559

2013 NOV 12 A 9:14

**Priority:** Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Opinion No. 2013 - 113651**

**Date:** 11/7/2013

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

**Complaint By:** First: Ruth W. Last: Howard

**Account Name:** Ruth W. Howard **Home:** (928) 919-1077

**Street:** 9360 N. Branded Road **Work:**

**City:** Kingman **CBR:**

**State:** AZ **Zip:** 86401 **is:**

**Utility Company:** Truxton Canyon Water Company, Inc

**Division:** Water

**Contact Name:** Mike Neal **Contact Phone:** (928) 757-2205

**Nature of Complaint:**

\*\*\*\*\*DOCKET NO'S W-02168A-11-0363- W-02168A13-0309- W-02168A-13-0332\*\*\*\*\*  
OPPOSE

RUTH W. HOWARD  
9360 N Branded Road  
Kingman, AZ 86401  
928-919-1077

November 1, 2013

Arizona Corporation Commission  
**DOCKETED**

NOV 12 2013

Arizona Corporation Commission  
Consumer Services Division  
1200 W Washington Street  
Phoenix, Arizona 85007

Re: Truxton Canyon Water Company  
Public Water System Number: 08035  
Docket No.: W-02168A-11-0363

DOCKETED BY

I am in receipt of the latest "Truxton Canyon Water Company-Public Water System #08035 has levels of arsenic above drinking water standards" notice distributed October 22, 2013 received October 30, 2013 stating that the level of arsenic is now 14 ppb. (Original enclosed.)

I am also in receipt of the Public Notice of Hearing on the "Application of Truxton Canyon Water Company, Inc. for Approval of Rate Increase (Docket No. W02168A-11-0363)" which I received on October 30, 2013 (postmarked October 29, 2013) which states that "a written motion to intervene with the Commission no later than October 18, 2013". How is this possible? Doesn't October 18th precede October 29th (the date they sent out this notice)? So much for timely notice to their customers or should I say vicarious and these people are requesting more money from us. Hasn't this situation gone on long enough before you people decide to do something? (Originals enclosed of letter and envelope.) Their rate increase request exceeds my yearly average (33.81 - 11 months) by \$21.38 per month, rather excessive, don't you think?

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

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If you do grant this rate increase I would suggest that someone be appointed to watch over how this money that they intend to collect is spent, what improvements (ha?) will be made at what cost and how much money is diverted to salaries, etc., in other words a watchdog.

I have had two water sample tests taken at my home November 7, 2009 and October 156, 2011, indicating the arsenic level in 2009 was 15ppb and in 2011 was 25ppb far above the range stated in Truxton's latest report. I do not have any later reports.

I did not prepare the 13 copies of this letter as I doubt that this will go any further than this letter nor did I provide a copy of this letter to Truxton, what's the use, it's too late, isn't it?

Ruth W. Howard

\*End of Complaint\*

#### **Utilities' Response:**

#### **Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.

Contacted Ms. Howard and advised that Rate Case Procedural Order dated 10-03-2013 states: Motions to Intervene must be filed on or before November 19, 2013.

\*End of Comments\*

**Date Completed: 11/7/2013**

**Opinion No. 2013 - 113651**

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