

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

ORIGINAL



0000149953

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 114170

Date: 12/10/2013

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

First:

Last:

Complaint By: Jan Henry

Account Name: Richard and Jan Henry

Home:

Street:

Work: (000) 000-0000

City: Kingman

CBR:

State: AZ Zip: 86401

is:

Utility Company: Truxton Canyon Water Company, Inc

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer is opposed to the rate increase being requested. She states that there is arsenic in the system and the company is not informing consumers about it. She states that the company did not have shut off valves at the meters and when the company had to work on the lines everybody's water was shut off until the work was completed. She states that they should not get any money until they get their act together.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/10/13 Opinion noted and filed in Docket No. W-02168A-11-0363. closed

\*End of Comments\*

Date Completed: 12/10/2013

Opinion No. 2013 - 114170

Arizona Corporation Commission

DOCKETED

DEC 27 2013

DOCKETED BY	MR
-------------	----

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2013 DEC 21 A 9:29

RECEIVED