

W-02250A-14-0028



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116249

Date: 5/19/2014

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

Complaint By: First: Tonya L. Last: Baloo

Account Name: James & Tonya L. Baloo

Street:

City: Sanders

State: AZ Zip: 86512

Home:

Work:

CBR:

is:

ORIGINAL

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2014 MAY 20 10 A 9:59

RECEIVED

Utility Company: Arizona Windsong Realty, Inc.

Division: Cactus Forest Arizona Corporation Commission

Contact Name:

DOCKETED

Contact Phone:

Nature of Complaint:

MAY 20 2014

Docket No. W-02250A-14-0028

To whom it may concern:

DOCKETED BY

This Inquiry is regarding the new surcharge rates that were approved for the community of Sanders, AZ located in Apache County on April 8, 2014. Upon receiving the motion for Emergency/Interim surcharge of thirty dollars, Docket No. W-0220A-14-0028 I received on that day due to being out of town, I feel that I missed the opportunity to voice my concerns because of the short five day notice; however I was able to speak with a representative as the motion was being passed.

I reported to the representative that the emergency surcharge rate increase if too high for the type of service (or lack thereof) that we receive. I am a stay-at-home mother; therefore this increase is not financially affordable for me, my family and other members of the small economy we live in. In addition, the community members, me included, live off of very little income.

Our water service comes from Arizona Windsong Water, Inc. They are not the only water company in our vicinity and the water service we do receive is very poor. The water is turned off on a daily basis and once it is turned back on, our whole community has very low pressure throughout the day. We do not get notification of the random water shut-offs and sometimes they can last for more than 4 hours. Those who need medical services within the home need water, especially for diaper changing hygiene. Other neighbors reported that when the water is shut off they are in the middle of a shower or have not showered. They proceed to work with poor hygiene, In the past I have called numerous times inquiring about the water. At those times the accountant Mr. Paulsell's wife, answered the phone and she bluntly yelled and bullied me over the phone. I asked to speak with Mr. Paulsell since he is the owner and he also refused to speak with me on numerous occasions. At one time while my husband inquired about our bill; she yelled at him at their local thrift store.

With poor customer service, unreliable access to water and low household income, the surcharge is set too high. We were paying for small volumes of water before the motion was passed, and now we pay for the

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expensive surcharge to get this problem fixed but we have not seen results. My concerns would have been voiced sooner however; I was unaware of the services of the Arizona Corporation Commission until the motion was filed.

Thank you for considering my inquiry and I am looking forward to your response. Please feel free to contact me. I would like to work with you in find solutions to the water problems that my little community is facing.

Respectfully,

Tonya L. Baloo

Sanders, AZ 86512

*****5/19 ACC Staff called customer and explained the rate making process to her. ACC Staff told customer that the Staff will investigate all of the issues including the low water pressure and/or water outages that have recently occurred and address it during the Hearings and other rate making processes. Customer was satisfied as she know understands how the process works and looks forward to having her Opinion docketed so that Staff and the Commissioners can read her concerns.*****

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/19/14

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 5/19/2014

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