

WS-04235A-13-0331



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117941

Date: 8/20/2014

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

ORIGINAL

Complaint By: Lindsey Steinhoff

Account Name: Lindsey Steinhoff

Home: (000) 000-0000

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is: E-Mail

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. WS-04235A-13-0331

Arizona Corporation Commission

DOCKETED

AUG 21 2014

RECEIVED
2014 AUG 21 A 8:50
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Name : Lindsey Steinhoff
Date: 08/19/2014
Address:
Phone:
CityStateZip: Bellemont, AX 86015
Cell:
Docket: WS-04235a-13-0331
DocketNo: WS-04235a-13-0331
Utility: Utility Source
Email:

DOCKETED BY [Signature]

Comments: I contacted the ACC in November of 2012 in regards to billing dates not being properly reflected and estimate's not being shown on my monthly bills with Utility Source. The ACC ask Utility Source to make some changes such as notate when a bill is estimated or a meter is read. My bill has only been notated with an estimate 2 months since November of 2012. Additionally, my meter read dates continue to not change, nor reflect the actual day our meter is read. It is very hard to do business with a company that is so dishonest to their customers. This has not happened to me since November of 2012, but it has for friends in the community, where Utility Source will estimate a bill low one month so the usage is higher the next month and they charge the next rate amount per 1000. This did happen to my family prior to November of 2012. I feel that it no longer happens because I made such a big deal about it with Utility Source. In regards to the rate increase Utility Source is proposing to our community, the rates are outrageous. I did research on other private water companies in Northern Arizona and we are currently the third highest; however, the proposed rates would have us paying double what most are paying for water and almost three times the amount for sewer. Our monthly water bill is already extremely high and to raise this bill would cause an undue hardship on my family. My husband has recently been laid off like many others in Northern Arizona and we are living on one income. It would be very difficult for our family to have an overall 300% rate increase on our bill (between the water and sewer). I can

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understand if the company needs an increase in rates; however, I do not see the rational for the increase to be so dramatic. When reading through the court documents submitted it appears that Utility Source left out new revenues of their new fill station from the documents. I feel that their finance and business practice need to be fully evaluated to make a reasonable decision on an increase. The increase she not be such that a family could no longer afford water in their home.

(Also, sent to Utility Source, LLC to answer questions regarding
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

8/20

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117941
