

W-01917A-14-0313



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Michael Buck

Phone:

AZ CORP COMMISSION

DOCKET CONTROL

Priority: Respond Within Five Days

2014 OCT 8 PM 1 44

Opinion No. 2014 - 119090

Date: 10/3/2014

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

Complaint By: Chris

Last: Higgins

ORIGINAL

Account Name: Chris Higgins

Arizona Corporation Commission

DOCKETED

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Dragoon

OCT 08 2014

CBR:

State: AZ Zip: 85609

DOCKETED BY

is: E-Mail

Utility Company: Dragoon Water Co.

Division: Water

Contact Name: Paul Juhl

Contact Phone:

Nature of Complaint:

OPPOSED DOCKET No. W-01917A-14-0313

The Dragoon Water Company's request for an unaudited proposed rate increase is absurd and unethical. Reasons follow:

1) Where is the documentation that the proposed rate increase is reasonable, compared to the median household income of the area that is served. Service area is primarily retired, on fixed income, where is the medium household income data located which supports the ability of this community to pay this increase without jeopardizing their quality of life?

2) The current water system management company declared a "drought emergency" last summer (2013) that was not based on the water supply availability, but rather, the lack of maintaining and upgrading the water supply equipment after previous years of revenues. The current "documented" unaudited loss of \$19,120, for this year, referenced in the Customer Notification, does not reflect any profit margin, from previous years. Request an audit prior to any ACC considered rate increase of vote.

3) During the two day freeze, winter 2010, 2011?, the current system management did not supply bottled water for it's customers, per regulations. I know, when I called Dragoon Water Company, they informed me to pick up my own bottles. Request expenditures that reflects the water company following regulations during this time, providing bottle water and which reflects they were following regulations during that failure to provide water service.

4) The current management company, continues to employ individuals that do not carry the appropriate water system operator certifications and/or distribution system certifications, per safe drinking water regulations and whom free lance and are not under the direct supervision of the lead operator of record. They continue to jeopardize the safety of the public and now want to place addition burdens on the public they serve.

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Recommended the owners of the water system, shop around for true professionals to manage the system and who will not take customers to the cleaners.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/3/14 DOCKETED CLOSED

INQUIRY NO. 119089 SENT TO COMPANY.

End of Comments

Date Completed: 10/3/2014

Opinion No. 2014 - 119090
