

W-04015A-15-0083

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

AZ CORP COM
DOCKET NO.

Investigator: Carmen Madrid

Phone:

2015 MAR 25 AM 9 34

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 121474

Date: 3/18/2015

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

Arizona Corporation Commission

DOCKETED

MAR 25 2015

First:

Last:

Complaint By: Candy

Crum

Account Name: Candy Crum

Home: (000) 000-0000

DOCKETED BY
TV

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip: 85123

is: Cellular

Utility Company: Great Prairie Oasis d/b/a Sunland Water Co.

Division: Water

Contact Name: Beth Wand

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-04015A-15-0083*****

Candy Crum

Arizona City, AZ 85123
Mobile

Against the 38% increase that Sunland Water Co is asking.
Water is shut off in our Brookside Farm subdivision freq. with No Notice. There has never been any kind nor any attempt of notice from Sunlad Water Co that our water will be shut off. Today is a great example (3-17-2015) pulling into my property today my water was shut off and when I asked what was going on (David) said he had just turned it back on.
I asked why(David) didn't know. I called Beth Wand and was told it should have been another property. We are also requesting that that maybe a financial audit may be in order.
When there is a water leak it is months before it is repaired-again with no notice. Not only is it extremely wasteful, a contractor is being paid for a job and does not complete the work. There is piles of dirt that causes another problem.(Flooding properties, washing out properties, etc) When we call Beth after a rain or a water leak it gets blamed on the State, the State states it is the contractor.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/18/15 opinion noted and filed in Docket No. W-04015A-15-0083. closed

End of Comments

Date Completed: 3/23/2015

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