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W-02250A-14-0028



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Arizona Corporation Commis
Utilities Complaint Form

Investigator: Carmen Madrid Phone: <<< REDACTED >>> Opinion Date: 1/11/2016
Opinion Number: 2016 - 128317 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 1/11/2016 3:37 PM

First Name: Tonya Last Name: Baloo Account Name: Tonya Baloo
Address: <<< REDACTED >>>
City: Sanders State: AZ Zip Code: 86512
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Windsong Realty, Inc. Division: Water

Nature Of Opinion

Docket Number: W-02250A-14-0028 Docket Position: Against

Dear Arizona Corporation Commissioners, This letter is in regards to the water company Arizona Windsong Water Inc. on May 9, 2014 Docket number W-02250A 14-0028 it was granted and approved by the staff that a rate of \$37.12. Within this docket the rate was to be applied to employ an Arizona Department of Environmental Quality Certified Operator. To date there is no certified operator employed by Arizona Windsong Water. On December 18, 2015 customers had a suspension of services because of a water pump outage. Since December 18, 2015, customers have little to no water pressure. The customers are appreciative to the company to accept the decision to revoke their Certificate of Necessity. However, since there is no certified operator and there is no means for fix the dilapidated system; is it necessary to pay the certified operators salary of \$24,000.00? The customers of Arizona Windsong have still not been compensated for the back pay of \$16.00 to \$18.00 overcharge for the last 33 years. We as customers do not support the company taking more cashflow and also distributing contaminated water at that. Commissioners please consider that we have continued to support this company even through the contaminated water notices. We think we deserve this monetary relief in term as we need to have other means to invest into a new water company. Thank you, Tonya L Baloo

Date: 1/11/2016 Analyst: Carmen Madrid Investigation Submitted By: Telephone Type: Investigation
Opinion noted and filed. closed

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