



KRIS MAYES
Attorney General

Office of the Attorney General
EXECUTIVE OFFICE

Phone: 602-542-7000
www.azag.gov

September 22, 2026

Via Email

Chair Nick Myers
Vice Chair Rachel Walden
Commissioner Kevin Thompson
Commissioner Lea Marquez-Peterson
Commissioner Rene Lopez

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

Re: Cactus State Utility Operating Company

Dear Commissioners:

I would like to bring to your attention the many pleas for help received by my office from residents in rural Arizona towns served by Cactus State Utility Operating Company ("Cactus State Utilities" or "Cactus State UOC"). These residents, many of whom are retirees, seniors on fixed incomes and working families, are already struggling with the rising cost of food, health care, and transportation. Now they are also struggling to pay water bills that, due to the rate increase you approved in November 2025, have shot up 2-300 percent.

For instance, a resident reports that her base rate for water service shot up from \$18.88/mo. to \$69.68/ mo. Complaint #: 26-17339 from Deborah Dawson, Rec'd Aug. 17, 2026 (attached). Another reports a monthly increase from \$38.00 to \$98.00. Complaint #: 26-011217 from Gale Henry, April 22, 2026 (attached). Yet another reports that the water bill of her 90-year old neighbor who lives alone in a modest home with three dogs doubled from \$200/mo. to \$400/mo. Complaint #: 26-003463 from Kim Lytle, Feb. 19, 2026 (attached). One resident, whose bill increased by 251 percent, provided us documentation demonstrating Cactus State UOC did not inform residents of these significant rate increase until over a month after they were approved by the Commission. Complaint from Richard Ross, Rec'd April 10, 2026 (attached).

And it seems the residents have been hit not just with high rates, but also unsafe water and poor service. The residents cite levels of uranium in the water that exceed safe regulatory levels. We understand the Arizona Department of Environmental Quality has implemented a temporary and long-term fix for this issue, but residents nevertheless continue to struggle day to day to access

clean drinking water. Residents are today paying more for water that they must lug from a kiosk to their homes. In addition to contamination, residents cite water pressure as low as 12 PSI. Complaint #: 26-017483 from Seumas Rhea, Aug. 3, 2026 (attached).

I recognize that the rate increases occurred only after Cactus State UOC purchased the many distressed small water systems that had been serving these residents. I appreciate the difficult decisions that you make when ruling on a rate increase application filed in such circumstances. Decision 81549, in which you authorized the new Cactus State UOC rates, contains many examples of actions taken by the company and by the Commission to reduce the rate shock experienced by the Utilities' ratepayers.

Nevertheless, I urge you to use your authority to re-open the Cactus State Utilities rate case and work to find additional ways to reduce the rates for these customers, consistent with your obligation to establish just and reasonable rates that are fair to ratepayers as well as to shareholders. As you know, "[t]he effect of the rate upon persons to whom services are rendered [must be for the Commission] as deep a concern in the fixing thereof as is the effect upon the stockholders or bondholders.'" *Arizona Cmty. Action Ass'n v. Arizona Corp. Comm'n*, 123 Ariz. 228, 231 (1979) (quoting *Salt River Valley Canal Co. v. Nelssen*, 10 Ariz. 9, 13 (1906)).

You currently appear to be under an obligation to hold a hearing on the complaints filed by ratepayers over the rates you have established for Cactus State Utilities. Under A.R.S. § 40-246, where "twenty-five consumers or purchasers, or prospective consumers or purchasers, of the service" file a complaint with the Commission regarding the reasonableness of a rate established by the Commission, "the commission shall set the time when and a place where a hearing will be had upon it and shall serve notice thereof." On April 20, 2026, my Office received a copy of a "Petition for Immediate Regulatory Action" sent to your Office regarding "Unsafe Drinking Water and Unjust Rate Increases" and signed by 75 individual residents of the Tierra Mesa subdivision in Yuma, Arizona who are also customers of Cactus State UOC. Complaint #: 26-008175 from Susan L Deitrick-Oulundsen on behalf of Tierra Mesa Estates in Yuma, April 20, 2026 (attached). Despite receiving the requisite number of complaints, I find no evidence that the Commission has held a hearing to consider and, if possible, act upon, the concerns raised by the customers over Cactus State Utilities.

If this were not enough, pursuant to A.R.S. § 40-252, the Commission has full authority to reopen the rate case at any time and "rescind, alter or amend" the prior rate case decision. Again, the Commission appears not to have done so.

Water is not a luxury good, it is essential to life. I urge the Commission to use whatever authority it has to provide relief to the customers of Cactus State Utilities from the rate increase established by the Commission in November 2025.

Sincerely,



KRISTIN K. MAYES
ATTORNEY GENERAL
STATE OF ARIZONA

CC:

UtilitiesDiv@azcc.gov

OGC@azcc.gov

Enclosures:

1. Complaint Letter from Beth L. Roe, Rec'd Sept. 9, 2026
2. Complaint Letter from Deborah Dawson, Rec'd Aug. 5, 2026
3. Consumer Complaint #: 26-017339 from Deborah Dawson, Rec'd Aug. 17, 2026
4. ACC Consumer Complaint Form from Deborah Dawson, dated July 29, 2026
5. Consumer Complaint #: 26-011217 from Gale Henry, dated April 22, 2026
6. Complaint Letter from Gary Lovett Skinner, dated Aug. 21, 2026
7. Consumer Complaint #: 26-003463 from Kim Lytle, dated Feb. 19, 2026
8. Complaint Letter from Kim Lytle, dated Feb. 5, 2026
9. Consumer Complaint #: 26-013764 from Larry D. Williams, dated June 19, 2026
10. Consumer Complaint #: 20EU8-TSDW6 from Larry D. Williams, dated June 21, 2026
11. Complaint Letter from Philip Lobeck, Rec'd Aug. 13, 2026
12. Consumer Complaint #: TJZGU-ERKZ0 from Richard Lopez, dated May 26, 2026
13. Consumer Complaint from Richard Ross, Rec'd April 10, 2026
14. Consumer Complaint #: 26-017483 from Seumas Rhea, dated Aug. 3, 2026
15. Consumer Complaint #: 26-008175 from Susan Deitrick-Oulundsen, dated April 20, 2026
16. Petition for Immediate Regulatory Action from Susan L Deitrick-Oulundsen on behalf of Tierra Mesa Estates, dated April 20, 2026

RECEIVED
SEP 09 2026
CPA-CIC

Beth L. Roe

[REDACTED]
Yuma, AZ [REDACTED]
[REDACTED]
(Cactus State Account [REDACTED])

August 29, 2026

OFFICE OF THE AZ ATTORNEY GENERAL, **Kris Mayes**

2005 N. Central Avenue

Phoenix, AZ 85004

ATTN: Consumer Protection/Utility Intervention Division

SUBJECT: Formal Complaint and Request for Utility Intervention Regarding Predatory Business Practices and a complete lack of Arizona Corporation Commission (ACC) Regulatory Oversight

Dear Atty General Mayes:

As a resident of Tierra Mesa Estates community in Yuma, AZ, I am writing you to request an immediate investigation and legal intervention regarding a 353% water rate hike and predatory practices by Cactus State Utility Operating Company (Docket No. WS-21155A-24-0219/Decision No. 81549). We urgently request that your office intervene on behalf of our neighborhood. Following the ACC's approval under Decision No. 81549, Cactus State UOC, LLC implemented an astronomical, permanent rate hike that resulted in water bills spiking 353%. As if that isn't bad enough, there are also some troubling facts/issues that should be brought to your attention, demonstrating predatory business practices as well as a complete lack of regulatory oversight.

1. **Unaccounted Funds (\$1.1 Million WIFA Grant):** Cactus State was awarded a \$1.1 million dollar grant from the Water Infrastructure Finance Authority of Arizona. This taxpayer-funded grant was specifically meant to fund the installation of a uranium treatment system for well water, as well as crucial infrastructure upgrades and repairs. To date, local community residents have not seen any work being done on our water system. Customers like myself have seen water rates skyrocket in addition to Cactus State receiving this large grant for upgrades. It is my understanding that Cactus State also received a \$600,000 grant for similar work at a neighboring community down the road from us, Rancheros Bonitos, where there has also been the same pattern of a lack of transparency and/or accountability.
2. **Denial of Due Process and Community Input:** The AZ Corporation Commission voted this outrageous rate hike without ever coming to Yuma to hold a community meeting and/or get input. Local residents were not given an opportunity to discuss our poor water quality without traveling to Phoenix to attend the hearing, which

Beth L. Roe

Yuma, AZ

Phone:

would have been a hardship for many, i.e. senior citizens, working families, etc. Because none of the commissioners live in Yuma, at the very least, they should have held a meeting locally so that those impacted could be heard and represented.

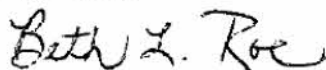
3. **A Predatory Statewide Pattern:** This is not an isolated crisis unique to Tierra Mesa Estates in Yuma County. This same predatory practice seems to be happening at approximately 23 other small, rural consolidated water systems in Arizona purchased by Central States Water Resources (Cactus State Water UOC LLC). To name a few for your convenience, they are as follows; Desert Valencia in Pima County, Rancheros Bonitos in Yuma County, Dateland in Yuma County, Harrisburg Utility in La Paz County, and Loma Estates in Yavapai County. They own others as well. The apparent pattern of Central State Water Resources is to buy small, privately owned rural systems, get approval from the ACC for massive rate hikes for unsuspecting rural customers, and fail to deliver timely or transparent improvements. We are captive consumers of an investor-owned utility monopoly and experiencing severe water rate shock. One cannot continue one's same standard of home maintenance with such high water bills. Many in the neighborhood are receiving water bills totaling hundreds of dollars per month. While many of us have contacted the AZ Corporation Commission by phone, letter, or email, it appears our voices are not heard. When calling the Customer Service Department for Cactus State, the "buck gets passed" there as well.

I respectfully ask that your office investigate the true fairness of the Cactus State rate restructuring for Tierra Mesa Estates as well as the other 23 affected systems within the state. I would also ask that you audit the WIFA Grant to ensure that Cactus State is not over-charging consumers for upgrades designed to be paid for by public funds. I would also respectfully ask that you file a formal application or legal challenge against the ACC's Decision No. 81549 to force a recalculation protecting the affordability of our water.

I thank you in advance for standing up for rural communities like Tierra Mesa Estates of Yuma County to stop predatory practices of investor-owned utility companies who exploit small, privately owned water systems at the expense of regular citizens. As Attorney General, you are our only hope.

Please consider this plea for assistance from Arizona citizens such as myself. Rural Arizona consumers deserve better. I look forward to hearing from you.

Sincerely,



Beth L. Roe

Deborah and Randal Dawson

Payson, Arizona

(Deborah)

(Randal)

RECEIVED

AUG 05 2026

CPA/CIC

July 29, 2026

Office of the Arizona Attorney General
2005 North Central Avenue
Phoenix, Arizona 85004

Attn: Kris Mayes,
Arizona Attorney General

Dear Attorney General:

My name is Deborah Dawson. My husband, Randal Dawson, and I live at [REDACTED] Payson, Arizona. This residence is actually located in the small community of Christopher Creek, AZ. Located about 24 miles outside of Payson, Arizona.

I have a concern that I believe warrants an investigation by your office.

In January of this year, Cactus State UOC LLC (aka Central States Water Resources) raised our community water rates. The original base amount for water usage was \$18.88 a month. In January, much to the surprise of the local residents, they raised the base amount to \$69.68, plus additional amounts based on usage.

I have inquired throughout the community and only one resident received a notification of the pending increase. I contacted the water company and was informed that ONE letter went out in November 2025; that there was a meeting in December with the Arizona Corporation Commission, an increase of rates was approved and went into effect in January 2026. The water company advised me that not one person attended the public hearing from our community. I believe that this should have raised concern by the Corporation Commission.

Many of the residents are part-time and do not have any mail boxes here in the Creek. The residents that do live here, full time, are almost all retired and on fixed incomes. My neighbors have received bills ranging from \$200-\$400 for a period of one month.

This rate increase is excessive and is a burden to many of the residents. I have a hard time accepting that the Arizona Corporation Commission would approve such an enormous increase. I believe that there was not adequate investigation before this increase.

Please open and investigation into this matter.

Sincerely,



Deborah Dawson



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

RECEIVED
AUG 17 2026

CPA-CIC
Complaint/Confirmation #: 26-017339

Section 1: YOUR INFORMATION

YOUR NAME

Deborah Dawson

YOUR STREET ADDRESS

[REDACTED]

BEST NUMBER TO CALL DURING THE DAY EMAIL ADDRESS

[REDACTED]

CITY

Payson

STATE

AZ

ZIP CODE

[REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST

Cactus State UOC LLC

STREET ADDRESS OF BUSINESS

P.O. Box 676411

PHONE NUMBER OF BUSINESS

1-800-670-4869

EMAIL ADDRESS

support@cactusstateuoc.com

CITY

Dallas

STATE

Texas

ZIP CODE

75267-6411

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? ☒ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? ☒ YES ☐ NO

May we send a copy of your complaint to another government agency for its review or investigation? ☒ YES ☐ NO

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age:

☐ Under the age of 20

☐ Between the age of 21-30

☒ Between the age of 31-40

☐ Over the age of 41

Military/Veteran:

☐ Currently in military service

☐ A veteran

How did you hear about our complaint form (please choose only one):

☐ Called Phoenix AG Office

☐ Called Tucson AG Office

☐ Went onto AG Website

☐ Visited an AG Satellite Office

☐ An Out Of State Agency

☐ Media: Newspaper/Radio/TV

☐ Another Arizona State Agency/State Legislator

☐ Attended AG Presentation/Event

☒ Other 7/29/26 letter to AG

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? No ☐ YES ☒ NO

Are you on the National Do Not Call Registry? ☐ YES ☒ NO

Date of phone call

List the phone number that called you

List the phone number that received the phone call

Was the caller offering a product or service? ☐ YES ☐ NO

What was the call about?

n/a

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? ☐ YES ☒ NODid you sign any documents? ☐ YES ☒ NO If yes, please attach a copy if possible.

Date of transaction: _____

Place of transaction: _____

Witness to transaction: _____

Salesperson's name: _____

Total amount of damages (list actual loss only): _____

Have you complained to the business? ☒ YES ☐ NOWhat was the response? increase in rates stand.Was the product or service advertised? ☐ YES ☒ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? ☐ YES ☒ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☒ NOList any other consumer agencies contacted: Az. Atty General + Az corp. com.

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

In January 2026 cactus state, WCC LLC raised the community water rates. Original base amount was 18.88 a month - In January much to the surprise of residents, they raised the base to \$69.68 plus usage amounts. I have questioned many residents - only one received a notification of pending increase. I was informed by Fred Kriess that a letter went out to residents in Noo. There was a hearing at Corp. Com. in December and rates increased in January 2026. He said that no one attended the hearing ([REDACTED])

Many residents are upset and have received bills in excess \$300 \$400 \$115 and so on -

There has been several times there is "no water" and then residents receive a "BOIL WATER" notice.

Many full-time residents are on fixed incomes and simply can't afford this excessive and unreasonable increase.

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: Deborah DawsonDate: 8-11-26.

COPY

Arizona Corporation Commission

Complaint Form

Utilities Division
1200 W Washington Street
Phoenix, AZ 85007
Phone: (602) 542-4251

First Name:	Last Name:	Date:
Deborah	Dawson	7/29/2026 2:45:18 PM

Address:

City:	State:	Zip:
Payson	AZ	

Phone Number:	Phone Extension:	Phone Type:
		Cell

Alternate Phone Number:	Alternate Phone Extension:	Alternate Phone Type:

Email Address:

Company Name:	Account Number:
Cactus State Utility Operating Company, LLC	

Summarize your complaint here:
January fees were increased at an unreasonable rate. Base &18.88 to \$69.98. This is unreasonable. Many residents are living on a fixed income and there was only one resident that received notice that this increase was even requested. Many residents are upset and do not feel that the water company did due diligence. Certainly, there has not been any input from our community.



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Complaint/Confirmation #: 26-011217

Section 1: YOUR INFORMATION

YOUR NAME Gale Henry		YOUR STREET ADDRESS [REDACTED]		
BEST NUMBER TO CALL DURING THE DAY [REDACTED]	EMAIL ADDRESS [REDACTED]	CITY Kirkland	STATE AZ	ZIP CODE [REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST Cactus State UOC LLC		STREET ADDRESS OF BUSINESS po box 676411		
PHONE NUMBER OF BUSINESS 800-670-4869	EMAIL ADDRESS support@cactusstateuoc.com	CITY Dallas	STATE TX	ZIP CODE 75267-6411

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? **Yes** ☐ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? **Yes** ☐ YES ☐ NO

May we send a copy of your complaint to another government agency for its review or investigation? **Yes** ☐ YES ☐ NO

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age: **Between 60-79**

☐ Under the age of 30 ☐ Between the age of 60-79 ☐ Military/Veteran:

☐ Between the age of 31-59 ☐ Over the age of 80 ☐ Currently in military service

☐ A veteran

How did you hear about our complaint form (please choose only one): **Went onto AG Website**

☐ Called Phoenix AG Office ☐ Visited an AG Satellite Office ☐ Another Arizona State Agency/State Legislator

☐ Called Tucson AG Office ☐ An Out Of State Agency ☐ Attended AG Presentation/Event

☐ Went onto AG Website ☐ Media: Newspaper/Radio/TV ☐ Other _____

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? **No** ☐ YES ☐ NO

Are you on the National Do Not Call Registry? ☐ YES ☐ NO

Date of phone call _____ List the phone number that called you _____ List the phone number that received the phone call _____

Was the caller offering a product or service? ☐ YES ☐ NO

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? **No** ☐ YES ☐ NO

Did you sign any documents? **No** ☐ YES ☐ NO If yes, please attach a copy if possible.

Date of transaction: _____

Place of transaction: _____

Witness to transaction: _____

Salesperson's name: _____

Total amount of damages (list actual loss only): _____

Have you complained to the business? **Yes** ☐ YES ☐ NO

What was the response? **No regard to our needs. They said they were approved. They claim their costs are up because they are improving he water system , but no evidence of that.**

Was the product or service advertised? **No** ☐ YES ☐ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? **No** ☐ YES ☐ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☐ NO

List any other consumer agencies contacted: _____

water commission

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

I am retired and on a fixed income. The water bill has been \$38.00 and this new company apparently was approved by Arizona's representatives and have raised the bill to \$98.00 A good majority of the community are retired on fixed incomes and barely making it with the resources they have. I can no longer afford to plant a garden with rates as high as they are pushing them! Can you help us?

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: Gale M Henry

Date: 04/22/2026

Formal Consumer Request for Utility Intervention

TO: Office of the Arizona Attorney General

Attn: Consumer Protection / Utility Intervention Division 2005 N Central Ave Phoenix, AZ 85004

Email: consumerinfo@azag.gov

FROM: Gary Lovett

[REDACTED] Yuma AZ, [REDACTED]

[REDACTED]

[REDACTED]

DATE: August 21, 2026

SUBJECT: Request for Immediate Investigation and Legal Intervention: Unreasonable 300%+ Water Rate Hike and Predatory Practices by Cactus State Utility Operating Company (Docket No. WS-21155A-24-0219 / Decision No. 81549) Dear Attorney General Kris Mayes, I am writing to you as a resident of the Tierra Mesa Estates community in Yuma, Arizona, to urgently request that your office legally intervene on behalf of our neighborhood against Cactus State Utility Operating Company (a subsidiary of Central States Water Resources). Following the Arizona Corporation Commission's (ACC) approval under Decision No. 81549, Cactus State Utilities has implemented an astronomical, permanent rate hike that has caused our water bills to spike by over 300%. We are bringing several deeply troubling facts to your attention that demonstrate predatory business practices and a complete lack of regulatory oversight:

1. Unaccounted Funds (\$1.1 Million WIFA Grant): Cactus State was awarded over \$1.1 million in a grant from the Water Infrastructure Finance Authority of Arizona (WIFA). This taxpayer-funded grant was specifically meant to fund the installation of a uranium treatment system, as well as crucial infrastructure upgrades and repairs. To date, local community residents have seen absolutely no indication of any work being done on the water system. Despite receiving over a million dollars in grant funding for these upgrades, Cactus State has still heavily back-broken the costs, onto customers, via this 300%+ hike. There was also a Grant of over \$600,000 awarded to accomplish similar work at our neighboring Rancheros Bonitos water systems, with the same lack of transparency and accountability.

2. Denial of Due Process and Community Input: The five members of the Arizona Corporation Commission voted this exorbitant rate hike through without ever coming to Yuma to hold a community meeting. Local residents were given no reasonable opportunity to look the Commissioners in the eye, show them our water bills, or explain the reality of our water quality. Because None of the Commissioners reside in Yuma, They should be compelled to hold a community meeting here in Yuma. We have not been represented!

3. A Predatory Statewide Pattern: This is not an isolated crisis unique to Tierra Mesa Estates. This exact same predatory strategy is happening at approximately 23 other small rural consolidated water systems across Arizona bought up by Central States Water Resources (i.e.) Desert Valencia in Pima County, Rancho Bonitos in Yuma County, Dateland in Yuma County, Harrisburg Utility in La Paz County, Loma Estates in Yavapai county, just to name a few. This company buys small rural systems, aggressively extracts massive rate spikes from captive rural customers, and fails to deliver timely, transparent improvements. As captive consumers of a private utility monopoly, we are experiencing severe financial "rate shock." A sudden utility spike of this magnitude is entirely unsustainable for working families, seniors on fixed incomes, and everyday citizens in our community. We know that you have stood up fiercely against similar predatory rate hikes across the state, such as your recent legal challenges against massive water and sewer increases for Robson Ranch and Picacho utility customers. You have rightly argued that the ACC is violating its constitutional duty to ensure utility rates are "just and reasonable". The 300%+ rate explosion forced upon Tierra Mesa Estates is the definition of unjust and unreasonable.

I respectfully ask that your office:

- Investigate the true fairness of the Cactus State rate restructuring for Tierra Mesa Estates and the other 23 affected systems.
- Audit the \$1.1 million WIFA grant to ensure Cactus State is not double-charging consumers for upgrades already paid for by public funds.
- File a formal application or legal challenge against the ACC's Decision No. 81549 to force a recalculation that protects the affordability of our water.
- Stand with the residents of Yuma to stop predatory private utilities from exploiting small, consolidated local water systems at the expense of regular citizens.

Thank you for your time, your unwavering defense of Arizona consumers, and your consideration of this urgent plea for help. I look forward to your response.

Sincerely,

Gary Lovett Skinner

Cactus State account # [REDACTED]



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Complaint/Confirmation #: 26-003463

Section 1: YOUR INFORMATION

YOUR NAME Kim Lytle		YOUR STREET ADDRESS [REDACTED]		
BEST NUMBER TO CALL DURING THE DAY [REDACTED]	EMAIL ADDRESS [REDACTED]	CITY Kirkland	STATE AZ	ZIP CODE [REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST Cactus State Utility Operating Company		STREET ADDRESS OF BUSINESS PO Box 676411		
PHONE NUMBER OF BUSINESS 800-670-4869	EMAIL ADDRESS	CITY Dallas	STATE TX	ZIP CODE 75267-6411

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? **Yes** ☐ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

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For statistical purposes, please indicate:

Your Age: **Between 60-79**

☐ Under the age of 30 ☐ Between the age of 60-79 ☐ Military/Veteran:

☐ Between the age of 31-59 ☐ Over the age of 80 ☐ Currently in military service

☐ A veteran

How did you hear about our complaint form (please choose only one): **Went onto AG Website**

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☐ Called Tucson AG Office ☐ An Out Of State Agency ☐ Attended AG Presentation/Event

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What was the call about?

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Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? **No** ☐ YES ☐ NO

Did you sign any documents? **No** ☐ YES ☐ NO If yes, please attach a copy if possible.

Date of transaction: _____

Place of transaction: _____

Witness to transaction: _____

Salesperson's name: _____

Total amount of damages (list actual loss only): _____

Have you complained to the business? **Yes** ☐ YES ☐ NO

What was the response? ***Their reponse was that we should find an outside agency that will help our seniors with financial assistance to pay their bills***

Was the product or service advertised? **No** ☐ YES ☐ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? **No** ☐ YES ☐ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☐ NO

List any other consumer agencies contacted: _____

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

In 2024 Cactus State Utility purchased Peebles Valley Water and quickly went to the Arizona Corporation Commission to approve a rate increase. In September 2024 Arizona Corporation Commission unanimously approved a 179% rate increase to our current rates. We are an unincorporated town in Yavapai County. Our demographics include a majority senior population on fixed income at the lower level of the economic scale. This rate increase is and will have a devastating impact on the quality of life for our local seniors many of which have been living here for decades. This is an area that is one of the few places left that offer affordable, although in many cases , substandard housing to our residents. Because of the rate increase, some people are considering their only option to be to move out. I have attached or included a letter that I sent out to all 600 residents of Peebles Valley. It uses one example of one of our 90 year old residents whose bill went from \$200.00 per month to \$400.00 per month. This is based on the size of the meter that supplies water to her home not on her water consumption. She and her three dogs live in the same place she has lived for the last 30 years and this new water bill takes 1/3 of her social security check. She is not the only such example. When she asked Cactus State to replace her meter with a smaller one so she could have her monthly bill reduced back to \$200.00 per month, she was told it would cost \$3,000 to replace the meeter. She then told them she had some local plumbers who could change out the meter and they told her that they owned the meter and local plumbers could not touch it. Who was looking after our senior residents when that size increase was approved for an essential commodity? ACC claims that the meeting was posted and nobody came. Again a complete lack of understanding of the demographics of the people they were elected to serve and protect from this type of gouging. When issues affecting quality of life arise in Yavapai County, County elected officials arrange for town hall meetings locally. In this case we were completely bypassed. Canyon State claims that the increase is for improvements but they have not done any improvements in this area. We called and filed complaints with the Arizona Corporation Commission. We know they can't change their vote but we do need somebody to step up and mitigate the damage they have done with their approval for what feels like extortion to many of us.. We understand the need for rate increases We live through APS rate increases all the time even though they do a poor job of delivering electricity to this rural area also. But reasonable rate increases for improvements not to pad bank accounts for work being done in other areas. Our entire area is negatively impacted by this action both financially and emotionally . Our perception, right or wrong is once again an outside corporation coming in to force low income people out in order to be replaced by more affluent. I am the one who wrote the letter but the entire town stands behind me. Please advise as to what actions we can take to restore an affordable water delivery system for this rural small town. Thanks for your attention

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: **Kim Laurie Lytle**

Date: **02/19/2026**

2/5/2026

Friends and Neighbors,

We are circulating this information about an issue you are all probably aware of by now if not directly impacted by.

Cactus State Utility Operating Company bought Peebles Valley Water awhile back and then wasted no time petitioning the Arizona Corporation Commission to authorize a rate increase. The application for increase was filed September 2024 and on Nov 6 2025 the five person Corporation Commission voted 5 to 0 to approve the increase. The new water rates are causing significant hardship to everyone. Even people not covered by Cactus Sate are impacted because Yavapai Country Club Water gets their water from Cactus and Cactus is charging Yavapai Country Club Water company more.

There are many examples of the financial hardship caused but let me just describe one case. One of our 90 year old neighbors is just trying to stay in her home with her three dogs for as long as she can. Her \$200.00 monthly water bill went to \$400.00 per month. No garden, no livestock, no elaborate water system to maintain her landscaping. Just her, her laundry, her dishes and her three dogs. When she asked to have her meter changed out so she can go back down to \$200.00 per month they told her that would cost \$3,000 and when she told them she could not afford it they told her there were agencies she could go to to help her with the cost. Other people are considering moving from the homes they own and have owned for some time due to this change. We should not just rollover for this. The Arizona Corporation Commission is comprised of ELECTED officials who represented us very poorly in this transaction. We should all make a few phone calls to let the Commission know how their decision is affecting us. If you are not impacted negatively yourself, please call on behalf of our neighbors who are. You can tell your own story or use these which we feel are some of the really important issues.

1) The process used to grant utility rate increases demonstrates a total lack of knowledge and understanding of remote, rural demographics. When considering rate increases for us you should bring the hearing up here where people with limited income and unreliable transportation or limited internet reliance can have their voices heard. I know we were not represented in that room that day.

2) The Commission approved a 176% rate increase for an ESSENTIAL commodity. That rate increase represents a financial burden that in some cases represents 1/3 of the social security check long time residents are living on. Again a total lack of understanding of the demographics that the commission is supposed to be representing. NOT sustainable. The people most impacted are those people who have lived on their property for decades who have purchased the same water at affordable prices until an outside corporation bought the rights. Now they are forced to consider moving in the last few years of their lives.

3) Cactus State claims the increase is to pay for improvements they have made. We have not seen improvements.

4) We need them to grandfather long time residents into the old rates and apply the rate increase to new construction and/or phase the increases in as the improvements are made.

5) So far the company representatives have been unsympathetic. We need to draw attention to this issue.

We vote here. We will be watching how the Commission and other representatives handle this.

Here are the numbers of people involved:

Arizona Corporation Commission:

Liz Griffin consumer relations (She has been very helpful don't yell at her)
6023641067

ELECTED Corporation Commissioners:

Chair Nick Myers 6027816282

Vice Chair Rachel Walden 4807086444

Lea Marquez Peterson 6025423625

Kevin Thompson 4806627112

Rene Lopez 4806627112

DOCKET NUMBER WS-21155A240219

Kim Lytle neighbor



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Complaint/Confirmation #: 26-013764

Section 1: YOUR INFORMATION

YOUR NAME Larry D. Williams		YOUR STREET ADDRESS [REDACTED]		
BEST NUMBER TO CALL DURING THE DAY [REDACTED]	EMAIL ADDRESS [REDACTED]	CITY Yuma	STATE AZ	ZIP CODE [REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST Cactus State UOC LLC		STREET ADDRESS OF BUSINESS P.O. Box 676411		
PHONE NUMBER OF BUSINESS 800-670-4869	EMAIL ADDRESS	CITY Dallas	STATE TX	ZIP CODE 75267

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? **Yes** ☐ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? **No** ☐ YES ☐ NO

May we send a copy of your complaint to another government agency for its review or investigation? **Yes** ☐ YES ☐ NO

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age: **Between 60-79**

☐ Under the age of 30 ☐ Between the age of 60-79 ☐ Military/Veteran: **Veteran**

☐ Between the age of 31-59 ☐ Over the age of 80 ☐ Currently in military service

☐ A veteran

How did you hear about our complaint form (please choose only one): **Went onto AG Website**

☐ Called Phoenix AG Office ☐ Visited an AG Satellite Office ☐ Another Arizona State Agency/State Legislator

☐ Called Tucson AG Office ☐ An Out Of State Agency ☐ Attended AG Presentation/Event

☐ Went onto AG Website ☐ Media: Newspaper/Radio/TV ☐ Other _____

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? **No** ☐ YES ☐ NO

Are you on the National Do Not Call Registry? ☐ YES ☐ NO

Date of phone call _____ List the phone number that called you _____ List the phone number that received the phone call _____

Was the caller offering a product or service? ☐ YES ☐ NO

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? **No** ☐ YES ☐ NO

Did you sign any documents? **No** ☐ YES ☐ NO If yes, please attach a copy if possible.

Date of transaction: _____

Place of transaction: _____

Witness to transaction: _____

Salesperson's name: _____

Total amount of damages (**list actual loss only**): _____

Have you complained to the business? **No** ☐ YES ☐ NO

What was the response? _____

Was the product or service advertised? **No** ☐ YES ☐ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? **No** ☐ YES ☐ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☐ NO

List any other consumer agencies contacted: _____

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

Cactus State consistently reads my meter (and many others) without knowing the previous meter readings, all resulting in high and higher water billing costs. Two years ago I cut off my front yard sprinklers and replaced the grass with all rock. Only my back yard has a sprinkler system, set at 5 minutes per section, with only 4 sections. My water cost in May 2025 it was \$59.34; in June 2025 it was \$14.46; in July 2025 it was \$136.97. This year 2026; in February. 2026 it was \$122.68; in March it was \$160.78; in April it was \$168.27; in May it was \$251.17; They billed mid month from April 15, 2026 thru May 14, 2026 for \$245.84. Sometimes they bill for one month and the next month add on 1/2 of the previous month to the next month's billing. The claimed I used 25,428 gallons of water in one month. My swimming pool is 10,000 gallons and I sure did not use 2 1/2 swimming pools of water - ever. My neighbor down the street got billed for ovd \$500.00 for one month and there are only two of them that live there, just like it is myself and my wife ONLY. This is a very common complaint all over our neighborhood. Our small housing are is located just 2 1/2 miles southeast of the U. S. Marine Corps Air Station. There is no local Cactus State office to go an inquire or complain and they have offices nationwide with no fixed address. I very much hope you can look into this for all of us. Cactus State is ripping us off.

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: Larry Dale Williams

Date: 06/19/2026



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Complaint/Confirmation #: 2OEU8-TSDW6

Section 1: YOUR INFORMATION

YOUR NAME Larry Dale Williams		YOUR STREET ADDRESS [REDACTED]		
BEST NUMBER TO CALL DURING THE DAY [REDACTED]	EMAIL ADDRESS [REDACTED]	CITY Yuma	STATE AZ	ZIP CODE [REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST Cactus State UOC LLC		STREET ADDRESS OF BUSINESS P.O. Box 676411		
PHONE NUMBER OF BUSINESS 800-670-4869	EMAIL ADDRESS support@cactusuoc.com	CITY Dallas	STATE TX	ZIP CODE 75267

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? **Yes** ☐ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? **No** ☐ YES ☐ NO

May we send a copy of your complaint to another government agency for its review or investigation? **Yes** ☐ YES ☐ NO

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age: **Between 60-79**

☐ Under the age of 30 ☐ Between the age of 60-79 ☐ Military/Veteran:

☐ Between the age of 31-59 ☐ Over the age of 80 ☐ Currently in military service

☐ A veteran

How did you hear about our complaint form (please choose only one): **Went onto AG Website**

☐ Called Phoenix AG Office ☐ Visited an AG Satellite Office ☐ Another Arizona State Agency/State Legislator

☐ Called Tucson AG Office ☐ An Out Of State Agency ☐ Attended AG Presentation/Event

☐ Went onto AG Website ☐ Media: Newspaper/Radio/TV ☐ Other _____

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? **No** ☐ YES ☐ NO

Are you on the National Do Not Call Registry? ☐ YES ☐ NO

Date of phone call _____ List the phone number that called you _____ List the phone number that received the phone call _____

Was the caller offering a product or service? ☐ YES ☐ NO

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? **No** ☐ YES ☐ NO

Did you sign any documents? **No** ☐ YES ☐ NO If yes, please attach a copy if possible.

Date of transaction: **07/14/2026**

Place of transaction: **Home**

Witness to transaction: _____

Salesperson's name: **Unknown**

Total amount of damages (list actual loss only): _____

Have you complained to the business? **No** ☐ YES ☐ NO

What was the response? _____

Was the product or service advertised? **No** ☐ YES ☐ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? **No** ☐ YES ☐ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☐ NO

List any other consumer agencies contacted: _____

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

Someone Please, Please help us in Yuma and other cities. Cactus State Water Resources is stealing our money through their monthly billings. I wrote you several days ago with some details. Today my bill was for 24,372 gallons of water used in one month for \$236.38. My two person household has not changed our water usage in 6 months, except I cut my water sprinkler usage from 10 minutes per section, 4 sections,, to 5 minutes. Less water but higher bill. My neighbors are constantly complaining about the same issue. One neighbor went from an increase to \$500.00 two months ago to \$800.00 this month. This is typical throughout our neighborhood and I would assume all through Yuma, surrounding cities and states controlled by Cactus State Water. As I mentioned in my last complaint, my swimming pool is 10,000 gallons. I have absolutely not used 2 12 swimming pools of water each month for the past two months. I actually was able to speak with a meter reader for CSWR several months ago. Since they do not physically check each meter, I asked how does he read the meter. He told me he uses a computer driving by with Blue Tooth. That is one reason some neighbors have gotten "their" neighbor's water bill. CSWR is totally irresponsible and inept and corrupt. Please investigate. Some people have told me they won't complain for fear of retaliation from CSWR. I'm not. So, Please Investigate. Thank You. Larry D. Williams

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: **Larry D. Williams**

Date: **06/21/2026**

August 1, 2026

Peeples Valley, Az.

Arizona Corporation Commission
1200 W. Washington St.
Phoenix, Arizona 85007

Re: Formal Complaint and Request for Review of Cactus State U.O.C. Rate Increase
(Docket No. Ws-21155A-24-0219/Decision No. 81549).

Dear Commissioners,

As A resident of Peeples Valley, and a customer of Cactus State U.O.C. affected by the water rate increase approved by your actions under Docket No. WS-21155A-24-0219, I respectfully submit this formal complaint regarding both the substance of the approved increase and the process through which the decision was reached.

The recently approved rates place a significant financial burden on residents of Peeples Valley and other Northern Arizona communities, many of whom are retirees, seniors on fixed incomes, working families, and rural residents already struggling with rising costs of living, including transportation, utilities, and food. The approved 'unreasonably high minimum water charge, combined with the usage based increases and additional surcharges, creates considerable hardship for members of our community who have little ability to absorb these **unreasonable** and **unjustified** escalating costs.

While I understand the importance of maintaining safe and reliable water infrastructure, I believe the Commission failed to adequately balance possible infrastructure investment with affordability and community impact. Rural communities such as Peeples Valley and other Northern Arizona communities should not bear disproportionate financial burdens without a transparent and fully accountable review process. Maybe the members should read Article 15 Section 3 of the constitution of the State of Arizona.

I respectfully request the following

1. A full public review of the justification for the approved rate increases.
2. Disclosure of the specific infrastructure improvements attributed to the Peeples Valley system.
3. Clarification regarding how customer affordability and fixed income households were considered during deliberations.
4. Review of whether all affected residents were properly notified and given meaningful opportunity for public participation.

5. Consideration of alternative rate structures or phased implementation to reduce financial hardship on vulnerable residents.
6. Public release of meeting transcripts, public comments, and supporting financial analysis associated with Decision No.81549.

Additionally, we ask the Corporation Commission to recognize the unique economic realities off rural Arizona communities. Access to water is a basic necessity, not a luxury. Decisions involving essential utilities should prioritize transparency, fairness, affordability, and meaningful community involvement.

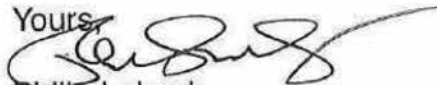
Per your website "The Arizona Corporation Commission's mission is to power Arizona's future by ensuring safe, reliable, and affordable utility services...." Per Article 15 Section 3 of the Arizona Constitution. "The corporation commission shall have full power to, and shall,prescribe just and reasonable classifications to be used and just and reasonable rates and charges to be made and collected...."

The approved water rates for Cactus State Utility Operating Company,LLC for the Northern Arizona communities **are neither affordable nor just and reasonable**. When our water bills for a single person living in a small single family home , surpass our electric bills in the Arizona summer, something seems amiss.

I understand that the Southern Arizona division of Cactus State water rate hearings were given access to public hearings in Phoenix and/or Tucson, but no public hearings were held or offered for the Northern Arizona division of said water rate hearings, but we were rewarded with nearly 200% rate hikes, while the Southern division was allowed much more reasonable rate hikes.

We respectfully request that this complaint be entered into the official record and reviewed by the Commission and appropriate staff.

Yours,


Phillip Lobeck

██████████
Peeples Valley, Az. ██████████

Phone #. ██████████

cc: Arizona Public Utilities Commission
Residential Utilities Consumer Office
Attorney General Kris Mayes
Yavapai Supervisor Brooks Compton
U. S. Senator Mark Kelly

PHILIP W. LOBECK

YARNELL, AZ. [REDACTED]

PHOENIX AZ 852

11 AUG 2026 PM 9 L



RECEIVED

ATTORNEY GENERAL AUG 13 2026

KRIS MAYES

AZ ATTORNEY GENERAL
PHOENIX MAIL ROOM
PALM BUILDING

2005 N. Central

Phoenix, Arizona 85004-5025

EPV

85004-159299





CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Complaint/Confirmation #: TJZGU-ERKZ0

Section 1: YOUR INFORMATION

YOUR NAME Richard Lopez		YOUR STREET ADDRESS [REDACTED]	
BEST NUMBER TO CALL DURING THE DAY EMAIL ADDRESS [REDACTED]		CITY Yuma	STATE AZ
		ZIP CODE [REDACTED]	

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST Cactus State UOC LLC		STREET ADDRESS OF BUSINESS PO. Box 676411	
PHONE NUMBER OF BUSINESS 1-800-670-4869	EMAIL ADDRESS myaqui@aol.com	CITY Dallas	STATE TX
		ZIP CODE 75261-6411	

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? ☒ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? ☒ YES ☐ NO

May we send a copy of your complaint to another government agency for its review or investigation? ☒ YES ☐ NO

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age:
☐ Under the age of 30
☐ Between the age of 31-59
☐ Between the age of 60-79
☒ Over the age of 80

Military/Veteran:
☐ Currently in military service
☐ A veteran

How did you hear about our complaint form (please choose only one):
☐ Called Phoenix AG Office
☐ Visited an AG Satellite Office
☒ Another Arizona State Agency/State Legislator
☐ Called Tucson AG Office
☐ An Out Of State Agency
☐ Attended AG Presentation/Event
☐ Went onto AG Website
☐ Media: Newspaper/Radio/TV
☐ Other _____

Section 5: TELEMARKETING ROBOCALL COMPLAINTS: If your complaint is not against a telemarketer, skip to Section 6.

Is your complaint about a telemarketer or robocall? ☐ YES ☒ NO

Are you on the National Do Not Call Registry? ☐ YES ☒ NO

Date of phone call _____ List the phone number that called you _____ List the phone number that received the phone call _____

Was the caller offering a product or service? ☐ YES ☐ NO

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? ☐ YES ☒ NODid you sign any documents? ☐ YES ☒ NO If yes, please attach a copy if possible.Date of transaction: Multiple monthsPlace of transaction: Water bill has skyrocketed

Witness to transaction: _____

Salesperson's name: Since Feb. '26

Total amount of damages (list actual loss only):

229.35 - 51.00 = \$178.35 = 250% increase
(5/20/26) (5/22/25)Have you complained to the business? ☒ YES ☐ NOWhat was the response? They said their rates are legitimateWas the product or service advertised? ☐ YES ☒ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? ☐ YES ☒ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☒ NOList any other consumer agencies contacted: Arizona Corporation Commission / utilities Division

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

My dad's water bills have been erratic since Fall of '25. I complained to the Arizona Corporation Commission / Utilities Division and they helped us get some compensation from his water utility company, Cactus State LLC.

However, his last 2 bills have been way too expensive. I called Cactus State and they said that it was due to a rate increase. Dad's year-to-year increase for this April was over 300%! His year-to-year increase for this May was 250%. I am including copies of the bills for your study.

How can a 250-300% increase in water bills be legitimate? And as you can see his usage this year is the same or even less than it was last year!

In addition, the folks in Dad's subdivision have been unable to drink their water because it contains levels of uranium that are too high. Cactus State has said they are working on a fix but so far the only thing they've done is provide a kiosk for the neighborhood to drive to and get their drinking water. Please help my 90-year old Dad.

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: Richard P. Lopez (Mark G. Lopez - PoA)Date: 5/26/26



Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411
Phone: 1-800-670-4869

TEMP - RETURN SERVICE REQUESTED

If you are on autopay,
please note that the
billed amount due will
be drafted 3 days prior
to your due date.

RICHARD LOPEZ

YUMA AZ

ACCOUNT NUMBER	
CID:	
BILLING DATE	05/20/2026
AMOUNT DUE	363.41
DUE DATE	06/15/2026
AFTER DUE DATE PAY	363.41

MAKE CHECK PAYABLE TO: Cactus State UOC LLC

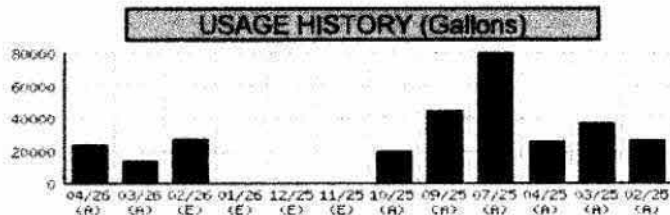
THANK YOU FOR BEING OUR CUSTOMER
For billing inquiries call customer service at
1-800-670-4869
Monday-Friday 7 AM - 7 PM, Emergencies 24/7
You may also email us at
support@cactusstateuoc.com

CUSTOMER ACCOUNT INFORMATION RETAIN FOR YOUR RECORDS

CUSTOMER NAME		SERVICE ADDRESS		ACCOUNT NUMBER				
RICHARD LOPEZ								
METER NUMBER	SERVICE PERIOD		METER READINGS		USAGE	METER READING DATES		TYPE OF READINGS
	FROM	TO	PRIOR	PRESENT		PRIOR	PRESENT	
	4/15	5/14	1706712	1730282	23570	03/26/2026	04/29/2026	Actual

SERVICE	USAGE	RATE PER THOUSAND	TOTAL
AZ-South Water 5/8	0 gal	32.64 - Minimum	32.64
AZ-South Water 5/8	3000 gal	@ 5.98	17.94
AZ-South Water 5/8	9000 gal	@ 7.48	67.32
AZ-South Water 5/8	11570 gal	@ 8.22	95.11
AZ-Rate Case Surcharge		2.04 - Base	2.04
AZ-Yuma County Tax		14.30 - Base	14.30

Previous Balance	134.06
Payments	0.00
Adjustments	0.00
Prior Balance	134.06
Water Service	213.01
Rate Case Surcharge	2.04
AZ-Yuma County Tax	14.30
Current Charges	229.35
Pay This Amount	363.41



Starting June 2026, payment notifications will come from
noreply@cactusstate.com instead of noreply@invoicecloud.com.
Please add this new email address to your contacts to avoid
interruptions.

PLEASE DETACH & RETURN WITH PAYMENT

CID:	
CUSTOMER NAME	RICHARD LOPEZ
SERVICE ADDRESS	
BILLING DATE	05/20/2026
www.centralstateswaterresources.com/cactus-state	

Update Your Contact Information

NAME

ADDRESS

CITY

STATE

ZIP CODE

☐ MOBILE NUMBER

PHONE

EMAIL

NO SECOND NOTICE WILL BE MAILED

	363.41
	06/15/2026
	363.41

Please make checks payable to: Cactus State UOC LLC

☐ Check

☐ Money Order

AMOUNT PAID

\$

Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411

000500000036341000



Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411
Phone: 1-800-670-4869

TEMP - RETURN SERVICE REQUESTED

If you are on autopay,
please note that the
billed amount due will
be drafted 3 days prior
to your due date.

RICHARD LOPEZ

YUMA AZ

ACCOUNT NUMBER	
CID:	
BILLING DATE	05/22/2025
AMOUNT DUE	51.00
DUE DATE	06/13/2025
AFTER DUE DATE PAY	51.00

MAKE CHECK
PAYABLE TO: Cactus State UOC LLC

THANK YOU FOR BEING OUR CUSTOMER
For billing inquiries call customer service at
1-800-670-4869
Monday-Friday 7 AM - 7 PM, Emergencies 24/7
You may also email us at
support@cactusstateuoc.com

CUSTOMER ACCOUNT INFORMATION RETAIN FOR YOUR RECORDS

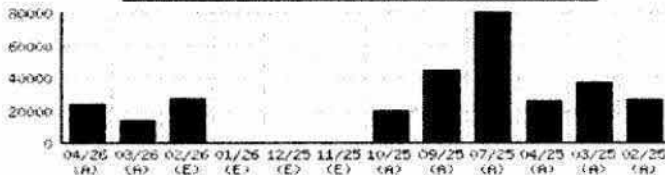
CUSTOMER NAME		SERVICE ADDRESS		ACCOUNT NUMBER	
RICHARD LOPEZ					

METER NUMBER	SERVICE PERIOD		METER READINGS		USAGE	METER READING DATES		TYPE OF READINGS
	FROM	TO	PRIOR	PRESENT		PRIOR	PRESENT	
	4/15	5/14	1453204	1479222	26018	03/27/2025	04/29/2025	Actual

SERVICE	USAGE	RATE PER THOUSAND	TOTAL
AZ-Tierra Mesa Water	0 gal	13.25 - Minimum	13.25
AZ-Tierra Mesa Water	25000 gal	@ 1.30	32.50
AZ-Tierra Mesa Water	1018 gal	@ 2.00	2.04
AZ-Yuma County Tax		3.21 - Base	3.21

Previous Balance	32.79
Payments	-32.79
Adjustments	0.00
Prior Balance	0.00
Water Service	47.79
AZ-Yuma County Tax	3.21
Current Charges	51.00
Pay This Amount	51.00

USAGE HISTORY (Gallons)



PLEASE DETACH & RETURN WITH PAYMENT

NO SECOND NOTICE WILL BE MAILED

CID:	
CUSTOMER NAME	RICHARD LOPEZ
SERVICE ADDRESS	
BILLING DATE	05/22/2025
www.centralstateswaterresources.com/cactus-state	

Update Your Contact Information

NAME

ADDRESS

CITY

STATE

ZIP CODE

PHONE

☐ MOBILE NUMBER

EMAIL

	51.00
	06/13/2025
	51.00

Please make checks payable to: Cactus State UOC LLC

☐ Check

☐ Money Order

AMOUNT PAID	\$
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Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411

000500000005100000



Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411
Phone: 1-800-670-4869

TEMP - RETURN SERVICE REQUESTED

If you are on autopay,
please note that the
billed amount due will
be drafted 3 days prior
to your due date.

RICHARD LOPEZ

YUMA AZ

ACCOUNT NUMBER	
CID:	
BILLING DATE	04/20/2026
AMOUNT DUE	134.06
DUE DATE	05/14/2026
AFTER DUE DATE PAY	134.06

MAKE CHECK PAYABLE TO: Cactus State UOC LLC

THANK YOU FOR BEING OUR CUSTOMER
For billing inquiries call customer service abt
1-800-670-4869
Monday-Friday 7 AM - 7 PM, Emergencies 24/7
You may also email us at
support@cactusstateuoc.com

CUSTOMER ACCOUNT INFORMATION RETAIN FOR YOUR RECORDS

CUSTOMER NAME		SERVICE ADDRESS		ACCOUNT NUMBER				
RICHARD LOPEZ		[REDACTED]		[REDACTED]				
METER NUMBER	SERVICE PERIOD		METER READINGS		USAGE	METER READING DATES		TYPE OF READINGS
	FROM	TO	PRIOR	PRESENT		PRIOR	PRESENT	
	3/15	4/14	1693138	1706712	13574	02/26/2026	03/26/2026	Actual

SERVICE	USAGE	RATE PER THOUSAND	TOTAL
AZ-South Water 5/8	0 gal	32.64 - Minimum	32.64
AZ-South Water 5/8	3000 gal	@ 5.96	17.94
AZ-South Water 5/8	9000 gal	@ 7.48	67.32
AZ-South Water 5/8	1574 gal	@ 8.22	12.94
AZ-Rate Case Surcharge		2.04 - Base	2.04
AZ-Yuma County Tax		8.78 - Base	8.78

Previous Balance	-7.60
Payments	0.00
Adjustments	0.00
Prior Balance	-7.60

Water Service	130.84
Rate Case Surcharge	2.04
AZ-Yuma County Tax	8.78

Current Charges	141.66
Pay This Amount	134.06

USAGE HISTORY (Gallons)



PLEASE DETACH & RETURN WITH PAYMENT

NO SECOND NOTICE WILL BE MAILED

ACCOUNT NUMBER	
CID:	
CUSTOMER NAME	RICHARD LOPEZ
SERVICE ADDRESS	
BILLING DATE	04/20/2026
www.centralstateswaterresources.com/cactus-state	

Update Your Contact Information

NAME

ADDRESS

CITY STATE ZIP CODE

☐ MOBILE NUMBER

PHONE

EMAIL

AMOUNT NOW DUE	134.06
DUE DATE	05/14/2026
	134.06

Please make checks payable to: Cactus State UOC LLC

☐ Check

☐ Money Order

AMOUNT PAID	\$
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Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411

000500000013406000



Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411
Phone: 1-800-670-4869

TEMP - RETURN SERVICE REQUESTED

If you are on autopay,
please note that the
billed amount due will
be drafted 3 days prior
to your due date.

RICHARD LOPEZ

YUMA AZ

ACCOUNT NUMBER	
CID:	
BILLING DATE	04/17/2025
AMOUNT DUE	32.79
DUE DATE	05/14/2025
AFTER DUE DATE PAY	32.79

MAKE CHECK
PAYABLE TO: Cactus State UOC LLC

THANK YOU FOR BEING OUR CUSTOMER
For billing inquiries call customer service abt
1-800-670-4869
Monday-Friday 7 AM - 7 PM, Emergencies 24/7
You may also email us at
support@cactusstateuoc.com

CUSTOMER ACCOUNT INFORMATION RETAIN FOR YOUR RECORDS

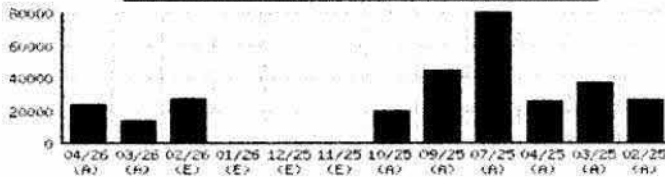
CUSTOMER NAME		SERVICE ADDRESS		ACCOUNT NUMBER	
RICHARD LOPEZ					

METER NUMBER	SERVICE PERIOD		METER READINGS		USAGE	METER READING DATES		TYPE OF READINGS
	FROM	TO	PRIOR	PRESENT		PRIOR	PRESENT	
	3/15	4/14	1439761	1453204	13443	03/06/2025	03/27/2025	Actual

SERVICE	USAGE	RATE PER THOUSAND	TOTAL
AZ-Tierra Mesa Water	0 gal	13.25 - Minimum	13.25
AZ-Tierra Mesa Water	13443 gal	@ 1.30	17.48
AZ-Yuma County Tax		2.06 - Base	2.06

Previous Balance	47.00
Payments	-47.00
Adjustments	0.00
Prior Balance	0.00
Water Service	30.73
AZ-Yuma County Tax	2.06
Current Charges	32.79
Pay This Amount	32.79

USAGE HISTORY (Gallons)



PLEASE DETACH & RETURN WITH PAYMENT

NO SECOND NOTICE WILL BE MAILED

CID:	
CUSTOMER NAME	RICHARD LOPEZ
SERVICE ADDRESS	
BILLING DATE	04/17/2025
www.centralstateswaterresources.com/cactus-state	

Update Your Contact Information

NAME

ADDRESS

CITY

STATE

ZIP CODE

☐ MOBILE NUMBER

PHONE

EMAIL

	32.79
	05/14/2025
	32.79

Please make checks payable to: Cactus State UOC LLC

☐ Check

☐ Money Order

AMOUNT PAID	\$
-------------	----

Cactus State UOC LLC
P.O. Box 676411
Dallas, TX 75267-6411

00050000003279000



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES

www.azag.gov

12/4
RECEIVED

APR 10 2026

CPA-CIC

Section 1: YOUR INFORMATION

YOUR NAME

Richard Ross

YOUR STREET ADDRESS

[REDACTED]

BEST NUMBER TO CALL DURING DAY
[REDACTED]

EMAIL ADDRESS

CITY STATE ZIP CODE

Phoenix, AZ [REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST

Cactus State Utility Operating Company

STREET ADDRESS OF BUSINESS

Box 676411

PHONE NUMBER OF BUSINESS EMAIL ADDRESS

800-670-4869

CITY STATE ZIP CODE

Dallas TX 75267-6411

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? ☐ Yes ☒ No
(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? ☐ Yes ☒ No

May we send a copy of your complaint to another government agency for its review or investigation? ☒ Yes ☐ No

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age:

- ☐ Under the age of 30
☐ Between the age of 31-59

- ☒ Between the age of 60-79
☐ Over the age of 80

Military / Veteran:

- ☐ Currently in military service
☐ A veteran

How did you hear about our complaint form (please choose only one):

- ☐ Called Phoenix AG Office
☐ Called Tucson AG Office
☐ Went onto AG Website
☐ Visited an AG Satellite Office
☐ An Out Of State Agency
☒ Media: Newspaper/Radio/TV

- ☐ Another Arizona State Agency/State Legislator
☐ Attended AG Presentation/Event
☐ Other

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? ☐ Yes ☒ No

Are you on the National Do Not Call Registry? ☒ Yes ☐ No

Date of phone call List the phone number that called you List the phone number that received the phone call

Was the caller offering a product or service? ☐ Yes ☐ No

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? ☐ Yes ☒ NoDid you sign any documents? ☐ Yes ☒ No If yes, please attach a copy if possible.Date of transaction: N/A

Place of transaction: _____

Witness to transaction: _____

Salesperson's name: _____

Total amount of damages (list actual loss only): \$ _____

Have you complained to the business? ☐ Yes ☐ No

What was the response? _____

Was the product or service advertised? ☐ Yes ☐ No

If yes, indicate the date and how it was advertised _____

Do you have an attorney? ☐ Yes ☐ No

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ Yes ☐ No

List any other consumer agencies contacted: _____

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

I heard about the Robson Ranch billing lawsuit in the media. There was a similar experience that took place in Christopher Creek, AZ regarding a rate increase through the AZ Corporation Commission. I hope you can assist us in

1. I did not receive notification of any public meeting in my billing.

2. Monthly rate increase was 251%. Monthly went from \$22.30 to \$78.29.

3. Notified of the proposal and decision in December, 2025 billing. Rate increase went into effect with December billing.

4. I am a part time resident. There are a number of fixed income residents in the village to whom this will be a great impact. I am unsure if another resident has also filed a similar complaint.

5. Enclosed in the rate hike information.

Thank you for your consideration,

Richard Ross

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: Richard RossDate: 4/7/25



² Includes Bulk Water delivered from an automated standpipe where the customer pays for water in advance of delivery. Automated Standpipe customers pay only for the quantity of water purchased from the standpipe facility and are not subject to a minimum charge. Note: Automated standpipes are not available in all service areas.

For example, under the new water rates, residential customers on a 5/8" x 3/4" meter may see the following bill impact:

System Name	Average Usage	Current Monthly Bill (Average Usage)	Estimated Bill Under New Rates	Change / (%) (\$)
Utility Systems - Residential	874 gals	\$22.30	\$78.29	\$55.99/ 251%

Service Charges:

Establishment of Service	50.00
Reconnection of Service – Delinquent	50.00
After Hours Service Charge (at Customer's Request)	50.00
Meter Test (if Correct)	30.00
Meter Re-Read (if Correct)	40.00
NSF Check Charge	20.00
Deposit Requirement (Residential)	(a)
Deposit Requirement (Non-Residential)	(b)
Deposit Interest	(c)
Re-Establishment (Within 12 Months)	(d)
Late Payment Penalty	(e)
Deferred Payment (Per Month)	1.5%
Moving Meter at Customer Request	Cost
Service Line or Meter Size Charge (at Customer Request)	Cost

Monthly Service Charge for Fire Sprinklers

All Sizes

- (a) Two times the average residential class bill, per A.A.C. R14-2-403(B)(7) Company may waive deposit requirement at its discretion.
- (b) 2 ½ times the customers estimated maximum monthly bill, per A.A.C. R14-2-403(B)(7) Company may waive deposit requirement at its discretion.
- (c) 6.0%, per A.A.C. R14-2-403(B)(3)
- (d) Number of months off system times the monthly minimum, per A.A.C. R14-2-403(D)
- (e) Greater of 1.50% of unpaid monthly balance or \$5.00

Cost: All items billed at cost shall include labor, materials and parts, overheads and all applicable taxes.

*** 2% of the Monthly Minimum for a Comparable Sized Meter Connection, but no less than \$15.00 per month. The Service Charge for Fire Sprinklers is only applicable to service lines separate and distinct from the primary water service.

Privilege, Sales, or Use Tax

In addition to all other rates and charges authorized herein, the Company shall collect from its customers all applicable sales, transaction, privilege, regulatory or other taxes and assessments as may apply now or in the future, per Rule R14-2-409.D.5.

To view the updated Rate Schedule and Tariff, visit cactusstateuoc.com under the "Regulatory Information" section.

³ Includes Bulk Water delivered from a fire hydrant meter or similar connection for construction and other uses. Customers are billed monthly in arrears for water used.



CUSTOMER NOTICE: Utility Systems – Residential

CHANGE IN RATES

Docket No. WS-21155A-24-0219

Dear Cactus State Customer:

December 12, 2025

At its Open Meeting on November 6, 2025, the Arizona Corporation Commission approved a permanent increase requested by Cactus State, in its application filed September 16, 2024. After investing approximately \$5.5 million in infrastructure improvements critical to the health and well-being of communities across the state, rates for Cactus State water and wastewater customers are *changing*. Per Decision 81549, the below rates and charges shall be effective for all service provided on or after December 1, 2025. These rate changes reflect the investments we make to continue providing safe and reliable service to residents and businesses in the communities we serve.

You will also see a temporary Rate Case Expense charge of \$2.04 per customer, per month which will automatically terminate at the end of three years or if expenses (\$335,000) are recovered in full before the three-year period expires. The new rates are as follows:

Meter Size	Tier	Gallons	Monthly Minimum Usage Charge	Commodity Rates per 1,000 Gallons
5/8" x 3/4"	1	0 to 2,000	\$69.58	\$9.97
	2	2,001 to 5,000		\$12.61
	3	Over 5,000		\$15.13
3/4"	1	0 to 2,000	\$69.58	\$9.97
	2	2,001 to 5,000		\$12.61
	3	Over 5,000		\$15.13
1"	1	0 to 20,000	\$173.95	\$12.61
	2			\$15.13
	3			\$15.13
1 1/2"	1	0 to 50,000	\$347.90	\$12.61
	2			\$15.13
	3			\$15.13
2"	1	0 to 80,000	\$556.64	\$12.61
	2			\$15.13
	3			\$15.13
3"	1	0 to 160,000	\$1,113.28	\$12.61
	2			\$15.13
	3			\$15.13
4"	1	0 to 250,000	\$1,739.50	\$12.61
	2			\$15.13
	3			\$15.13
6"	1	0 to 500,000	\$3,479.00	\$12.61
	2			\$15.13
	3			\$15.13
Bulk Water Automated Standpipe ²	3	All Usage		\$21.00
Bulk Water Metered ³	3	All Usage	By meter size	\$21.00



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Complaint/Confirmation #: 26-017483

Section 1: YOUR INFORMATION

YOUR NAME [REDACTED]		YOUR STREET [REDACTED] [REDACTED]		
NUMBER TO CALL DURING THE DAY [REDACTED]	EMAIL ADDRESS [REDACTED]	CITY Mormon Lake	STATE AZ	ZIP CODE [REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST Cactus State UOC LLC		STREET ADDRESS OF BUSINESS PO Box 676411		
PHONE NUMBER OF BUSINESS 800-670-4869	EMAIL ADDRESS	CITY Dallas	STATE TX	ZIP CODE 75267

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? **Yes** ☐ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? **Yes** ☐ YES ☐ NO

May we send a copy of your complaint to another government agency for its review or investigation? **Yes** ☐ YES ☐ NO

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age: **Between 60-79**

☐ Under the age of 30

☐ Between the age of 31-59

☐ Between the age of 60-79

☐ Over the age of 80

Military/Veteran:

☐ Currently in military service

☐ A veteran

How did you hear about our complaint form (please choose only one): **Went onto AG Website**

☐ Called Phoenix AG Office

☐ Called Tucson AG Office

☐ Went onto AG Website

☐ Visited an AG Satellite Office

☐ An Out Of State Agency

☐ Media: Newspaper/Radio/TV

☐ Another Arizona State Agency/State Legislator

☐ Attended AG Presentation/Event

☐ Other _____

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? **No** ☐ YES ☐ NO

Are you on the National Do Not Call Registry? ☐ YES ☐ NO

Date of phone call

List the phone number that called you

List the phone number that received the phone call

Was the caller offering a product or service? ☐ YES ☐ NO

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? ☐ YES ☐ NO

Did you sign any documents? **No** ☐ YES ☐ NO If yes, please attach a copy if possible.

Date of transaction: _____

Place of transaction: _____

Witness to transaction: _____

Salesperson's name: _____

Total amount of damages (list actual loss only): _____

Have you complained to the business? **Yes** ☐ YES ☐ NO

What was the response? ***Their response is different each time I call them. This latest outage report was closed without even verifying with me if I had water or not.***

Was the product or service advertised? ☐ YES ☐ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? **No** ☐ YES ☐ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☐ NO

List any other consumer agencies contacted: _____

AZ Corporation Commission AZ Department of Environmental Quality

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

1) In December, 2025, we were hit with a rate increase of 800%. 2) The water here in the Stoneman Lake community is undrinkable. It stains sinks, toilets, and white laundry. You can't even cook with it. There is some sediment in the water that clogs water filters and pressure pumps to the point that they eventually seize and lockup, forcing them to be replaced. 3) We have no water pressure here. We were told by CSWR years ago that they would be delivering at least the minimally required 20 PSI. We do not have that here. On a good day, I only have 12 PSI at my home. I have opened up complaints with the AZ Corporation Commission and the AZ Environmental Quality agencies. AEQ was told mid-July that "within two weeks, Stoneman Lake would see at least 20 PSI". Here we are on 8/3 and not only did they not provide that pressure, they haven't even provided water for over 24 hours. 4) Outages: from 6/30 - 7/12, we have had five (5) complete water outages here. On 8/2, the water went out again and as of the time of submitting this complaint, it is still out - over 24 hours now. I have called the CSWR customer service line at least six times about this outage. With each call, I receive a different story from them on what is going on. 5) This morning, in speaking with their regional manager, I learn that, once again, they confuse our location with Mormon Lake and use that as an excuse. Fact of the matter is, verifying my address on every call, they SHOULD know the area in question. I would like to know how it is legal for a public utility company to: 1) implement such a huge rate increase all at once when failing to provide drinkable water at the minimum pressure that they are required to provide. 2) continue to charge us such huge rates for services that they aren't continually providing. 3) not provide periodic updates on outages that have been reported to them.

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: Seumas Rhea

Date: 08/03/2026



CONSUMER COMPLAINT

OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Complaint/Confirmation #: 26-008175

Section 1: YOUR INFORMATION

YOUR NAME SUSAN DEITRICK-OULUNDSEN		YOUR STREET ADDRESS [REDACTED]		
BEST NUMBER TO CALL DURING THE DAY [REDACTED]	EMAIL ADDRESS [REDACTED]	CITY Yuma	STATE AZ	ZIP CODE [REDACTED]

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST Susan Deitrick-Oulundsen		STREET ADDRESS OF BUSINESS [REDACTED]		
PHONE NUMBER OF BUSINESS [REDACTED]	EMAIL ADDRESS [REDACTED]	CITY Yuma	STATE AZ	ZIP CODE [REDACTED]

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? **Yes** ☐ YES ☐ NO

(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? **Yes** ☐ YES ☐ NO

May we send a copy of your complaint to another government agency for its review or investigation? **Yes** ☐ YES ☐ NO

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age: **Between 60-79**

☐ Under the age of 30

☐ Between the age of 31-59

☐ Between the age of 60-79

☐ Over the age of 80

Military/Veteran:

☐ Currently in military service

☐ A veteran

How did you hear about our complaint form (please choose only one):

☐ Called Phoenix AG Office

☐ Called Tucson AG Office

☐ Went onto AG Website

☐ Visited an AG Satellite Office

☐ An Out Of State Agency

☐ Media: Newspaper/Radio/TV

☐ Another Arizona State Agency/State Legislator

☐ Attended AG Presentation/Event

☐ Other _____

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? **No** ☐ YES ☐ NO

Are you on the National Do Not Call Registry? ☐ YES ☐ NO

Date of phone call

List the phone number that called you

List the phone number that received the phone call

Was the caller offering a product or service? ☐ YES ☐ NO

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).

Section 6: COMPLAINT DETAILS

Was an oral or written warranty given? **No** ☐ YES ☐ NO

Did you sign any documents? **No** ☐ YES ☐ NO If yes, please attach a copy if possible.

Date of transaction: **04/16/2026**

Place of transaction: **Tierra Mesa Estates**

Witness to transaction: _____

Salesperson's name: _____

Total amount of damages (list actual loss only): _____

Have you complained to the business? **Yes** ☐ YES ☐ NO

What was the response? **we will look into it**

Was the product or service advertised? **No** ☐ YES ☐ NO

If yes, indicate the date and how it was advertised: _____

Do you have an attorney? **No** ☐ YES ☐ NO

If yes, please provide the attorney's name and address: _____

Is any legal action pending? ☐ YES ☐ NO

List any other consumer agencies contacted: **see attached**

PLEASE EXPLAIN THE ENTIRE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT (attach additional pages if necessary)

See attached, this is in regards to Cactus State Water Company for Arizona, neighborhood signatures attached

Section 7: DECLARATION

I declare, under penalty of perjury, that the facts and statements contained in this declaration, including any attached statements, are true, correct, and based upon my personal knowledge.

Signature: Susan L Deitrick-Oulundsen on behalf of Tierra Mesa Estates in Yuma, AZ

Date: 04/20/2026

PETITION FOR IMMEDIATE REGULATORY ACTION

Unsafe Drinking Water and Unjust Rate Increases
Tierra Mesa Subdivision – Yuma, Arizona

Arizona Corporation Commission
Utilities Division
1200 W Washington Street
Phoenix, AZ 85007

CC: Cactus State Utility Company
Arizona Department of Environmental Quality (ADEQ)
State Representative Tim Dunn
Yuma County Supervisor District #2 Jonathan Lines

We, the undersigned residents of Tierra Mesa and customers of the **Cactus State Utility Company (PWS ID AZ0414073)**, formally petition for **immediate regulatory intervention** of recently implemented water rate increases. We have reviewed Docket Number WS 21 155A-24-0219, Decision 81549 in which the ACC approved their latest request to increase rates. There were previous denials and it is unclear what evidence was submitted to subsequently approve the rate increase. Public notices issued by ADEQ and the water utility's Consumer Confidence Reports confirm that for several years **uranium levels in our drinking water have exceeded the federal Maximum Contaminant Level (30 µg/L)**. In December, Cactus State notified our community of the approved increase. The notice was dated 12/12/25 and the new rate schedule started 12/1/25. We simply CANNOT comprehend a 300% increase in water that has been undrinkable for a very long time. We believe that increasing water rates under these conditions is unreasonable, inequitable, and a threat to public health.

Since Cactus State Utility Operating Company purchased Tierra Mesa's well, the company has given us no hope of healthy water. What they HAVE given is **poor customer service, poor communication and no faith in their service**. They did provide a water kiosk for us to have clean drinking water but did NOT properly notify the community. Many neighbors weren't aware of the kiosk until their neighbors told them about the service months later. There were no instructions regarding how to get a key if you didn't receive one at that time. Furthermore, the kiosk is frequently empty, and the residents must purchase water for drinking and cooking.

We respectfully request that the Arizona Corporation Commission and ADEQ take the following actions immediately:

1. **Enforce corrective action** to restore full compliance with federal and state drinking water standards.
2. **Require independent verification** that any installed treatment equipment is operational and effective. Request proof of modifications, improvements and money spent on our well system.
3. **Mandate interim safe-water solutions**, including bottled water distribution, water stations, or effective filtration for all affected customers until compliance is verified.
4. **Suspend, deny, or delay any water rate increases or cost recovery** until sustained compliance
5. **Require transparency and accountability**, including clear remediation timelines and regular public reporting of test results.
6. **Provide customer relief**, including bill credits or refunds, for the period during which potable water has not been reliably provided.

This petition is submitted in the interest of public health, safety, and fairness. Residents should not be required to pay more for water that is unsafe to drink

PETITION FOR IMMEDIATE REGULATORY ACTION

Unsafe Drinking Water and Unjust Rate Increases

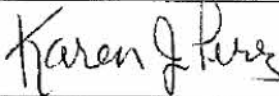
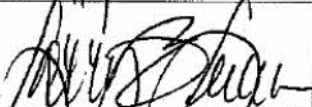
Tierra Mesa Subdivision - Yuma, Arizona

****Petition for Safe and Affordable Drinking Water ****

Petition Summary:

We, the undersigned residents and community members, support the petition requesting immediate action regarding implemented water rate increases on unsafe drinking water without proof of costs improvement in our neighborhood well system.

By signing below, we affirm our support for the requests outlined in the petition and urge immediate corrective action

Printed Name	Signature	Street Address	Date
Susan Oulundson		[REDACTED] YUMA, AZ [REDACTED]	2/27/26
Karen J. Perez		[REDACTED] Yuma, AZ [REDACTED]	2/27/26
Andres Jimenez		[REDACTED] Yuma AZ [REDACTED]	2/27/26
Albert Gutierrez		[REDACTED] Yuma, AZ [REDACTED]	2/28/2025
JOE TRIBLO		[REDACTED] Yuma [REDACTED]	2/28/26
Adela Iniguez		[REDACTED] Yuma AZ [REDACTED]	2/28/26
Daniel Megui		[REDACTED]	2-28-26
Mary Megui		[REDACTED]	2/28/26
Larry Leaver		[REDACTED]	2/28/26

Note: Additional signature pages may be attached and are considered part of this petition

PETITION FOR IMMEDIATE REGULATORY ACTION

Unsafe Drinking Water and Unjust Rate Increases

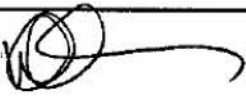
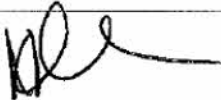
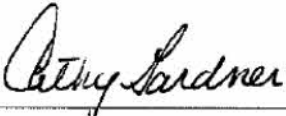
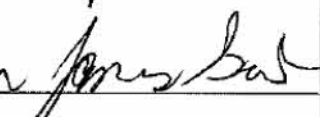
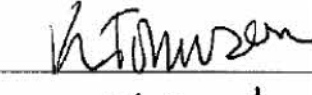
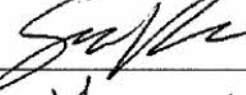
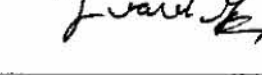
Tierra Mesa Subdivision – Yuma, Arizona

****Petition for Safe and Affordable Drinking Water ****

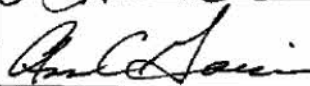
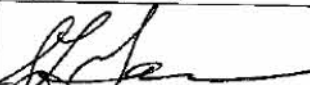
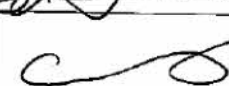
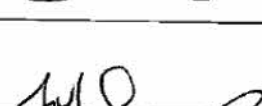
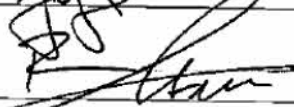
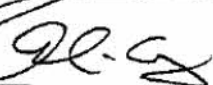
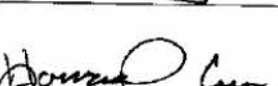
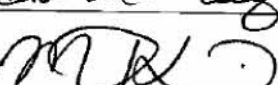
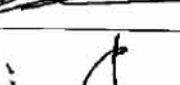
Petition Summary:

We, the undersigned residents and community members, support the petition requesting immediate action regarding implemented water rate increases on unsafe drinking water without proof of costs improvement in our neighborhood well system.

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Printed Name	Signature	Street Address	Date
Delaney Martin		[REDACTED]	2/28
Manny Martin		[REDACTED]	2/28
CATHY GARDNER		[REDACTED]	2/28/26
James Coe		[REDACTED]	2/28/26
Maiya Johnson		[REDACTED]	2/28/26
Klein Johnson		[REDACTED]	2/28/26
Melissa Smith		[REDACTED]	2/28/26
Salvie Knight		[REDACTED]	8/28/26
Liana Goldsboro		[REDACTED]	2/28/26

Note: Additional signature pages may be attached and are considered part of this petition

Printed Name	Signature	Street Address	Date
RANGE SIZEMORE		[REDACTED]	2-28-26
DANIEL SIZEMORE		[REDACTED]	2-28-26
Anne-Heather Welch		[REDACTED]	2/28/26
ANN GARCIA		[REDACTED]	02/28/26
STEVEN GARCIA		[REDACTED]	02/28/26
Carlos Hernandez		[REDACTED]	2-28-26
JOHNNY VALENZUELA		[REDACTED]	3-1-2026
RON TARRIN		[REDACTED]	3-1-28
Amelia Carey		[REDACTED]	3/1/26
HOWARD CAREY		[REDACTED]	3-1-26
MARLECIA KNOLLE		[REDACTED]	3-1-26
Kyle Knolle		[REDACTED]	3-1-26
Greg Gostonski		[REDACTED]	3-1-26
ADRIANA VITAL	ADRIANA VITAL	[REDACTED]	3-1-2026

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Printed Name	Signature	Street Address	Date
Deborah Parker	Deborah Parker	Yuma	3-1-26
MARY TAYLOR	Mary Taylor	YUMA, AZ	3-1-26
Carol Hunter	Carol Hunter	Yuma AZ	3-1-26
Veronica Welch	V. Welch	Yuma, AZ	3-4-26
Martha Gutierrez	Martha Gutierrez	Yuma	3/10/26
Maria Meis	Maria Meis	Yuma	3/10/26
Alejandra Moran	Alejandra Moran	Yuma	3/10/26
Voni Beck	Voni Beck	Yuma	3/10/26
RALPH VARGAS	Ralph Vargas	Yuma AZ	3-10-26
Melanie Merdez	Melanie Merdez	Yuma AZ	3/10/26
Brenda Lopez	Brenda Lopez	In Yuma AZ	3-10-26
Jess El Rosillo	Jess El Rosillo	Ln Yuma AZ	3-10-26
Lauri Banta	Lauri Banta	Yuma AZ	3/10/26
Martha Quintana	Martha Quintana	Yuma, AZ	3/10/2026

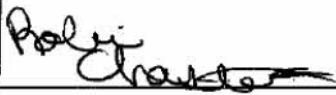
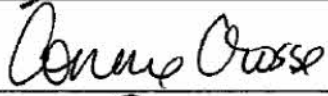
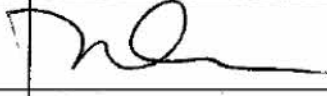
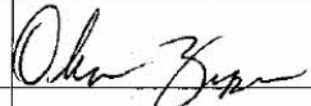
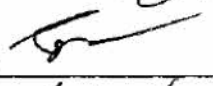
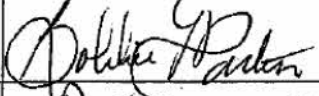
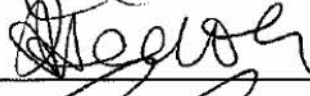
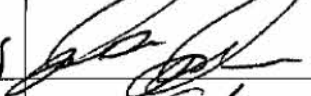
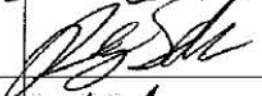
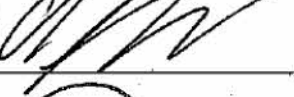
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Printed Name	Signature	Street Address	Date
Winnie Kelly	<i>Winnie Kelly</i>	[REDACTED]	3-10-26
DANIELLA INDOREUED	<i>Daniella Indoreued</i>	[REDACTED]	3/10/26
GARY SKINNER	<i>G. Skinner</i>	[REDACTED]	3/22/26

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Printed Name	Signature	Street Address	Date
Blenda Dale	Blenda Dale	[REDACTED] Yuma AZ	3/27/26
Scott KLEINHESSELINK	[Signature]	[REDACTED] YUMA, AZ	3/27/26
Joseph Hernandez	[Signature]	[REDACTED] Yuma, AZ	3/27/26
Rudolph m Gonzalez	[Signature]	[REDACTED] Yuma AZ	3-27/26
Mark OHLUNDSEN	[Signature]	[REDACTED]	3/28/26
GASTIK SHAR	[Signature]	[REDACTED]	3/28/26
ROBERT S. Young	Robert Young	[REDACTED]	3/31/26
Mark A. Lopez	Mark A. Lopez	[REDACTED]	4/7/26

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Printed Name	Signature	Street Address	Date
Robin Chastain			4/6/26
Gregory Brown			4/6/26
Connie Crossen			4/6/26
Marlene Chavez			4/6/26
Olivia Zepeda			4/6/26
Torey White			4/6/26
Dolores Parker			4/6/26
Hannah Doe			4/6/26
James Williams			4/6/26
Regina Seh			4/6/26
Kyrstin Topper			4/6/26
Manuel Bracamonte			4/6/26
Aaron Johnson			4/6/26
Isabel Ruiz			4/6/26

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