

W-03875A-03-0737

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ORIGINAL

ARIZONA CORPORATION COMMISSIC  
UTILITY COMPLAINT FORM



**Investigator:** Joan Ruf      **Phone:** (602) 542-0847      **Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2003 - 30737      **Date:** 11/24/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:**      **First:** Dennis K      **Last:** Wilkes

**Account Name:** Dennis K Wilkes      **Home** (000) 000-0000

**Street:** 1533 Falcon Lane Box 1024      **Work:** (000) 000-0000

**City:** Pinedale      **CBR:**

**State:** AZ      **Zip:** 85934      **is:**

**Utility Company:** Mountain Glen Water Service, Inc.

**Division:** Water

**Contact Name:** Bill Parker      **Contact Phone:** (928) 739-4479

**Nature of Complaint:**

Consumer Services  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007-2996

Re. Mountain Glen Water Service, Inc. application for adjustment in rates

Dear Sir or Madam:

I am writing to request that the corporation commission deny any rate increase or change in the rate structure currently in place. I will cite several reasons why I believe the rates should remain unchanged below.

1. In a time when local and statewide governments are required to tighten their belts in order to operate within limited budgets, I see no reason why a utility, which is a quasi government organization, should not be required to operate within its current revenue stream. Rate increases should not take the place of sound budgeting practices. Mountain Glen Water Service, Inc. should be required to operate within its current rate structure. Any proposed rate increase should be denied.

2. Changing to a tiered rate schedule is actually a camouflaged way to subject us to two rate hikes. We live on a two acre home site and our water usage is frequently over 5,000 gallons per month. We tend a vegetable garden during the summer to augment our living expenses. We also live in an area suffering from a drought which has caused our forest to suffer from an infestation of bark beetle. The only way known to us to combat the beetles is to supply water to the ponderosa pines during lengthy periods between

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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rains. The trees must be kept healthy to avoid the beetle problem. All water used on our property is returned to that property in that we are on a septic system which returns all water used directly to the earth. Any proposed rate increase should be denied.

3. Like many people living in this area, we are on a fixed monthly income stream. Every dollar of increased service cost directly reduces our standard of living in that these dollars cannot be replaced. No one working or retired can expect to receive a nearly 30% increase. Mountain Glen Water Service, Inc. should not be granted one either. Any proposed rate increase should be denied.

4. Our household shares with approximately 30 other households a common well operated by Mountain Glen Water Service, Inc.. This small water system was purchased by Mountain Glen Water Service, Inc. approximately four years ago and integrated into their overall system. We should not be forced to suffer from problems in other parts of the system. Since the last rate increase in September of 2000, I can recall no major repairs or upgrades to our system nor does there appear to be any need to upgrade or modify it. Additionally, I can recall the addition of only one small home to the system (occupied by one individual) during the last three years. Any proposed rate increase should be denied.

5. Prior to the granting of any rate increase or modification there should be an audit of Mountain Glen Water Service, Inc. to ascertain the propriety of their custodial responsibility to its customers. Prior to a rate increase it should be determined that each and every dollar spent is customary, proper and necessary for a small water company operating in the White Mountains of Arizona.

Thank you for your attention in this matter.

Sincerely,

Dennis R. Wilkes  
1533 Falcon Lane, Box 1024  
Pinedale, AZ 85934

An acknowledgement of receipt would be appreciated.

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Good morning. My name is Joan Ruf and I work for the Commission Utility Division handling consumer issues.

Thank you for taking the time to write and voice your concerns on the pending rate application. Your e-mail will be placed in the official docket file and become part of the record.

**Date Completed:** 11/24/2003

**Opinion**      **No.** 2003 - 30737



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Brad Morton      **Phone:** (602) 542-0836      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No.** 2003 - 30611      **Date:** 11/18/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:**      **First:** Barb      **Last:** Angelini

**Account Name:** Barb Angelini      **Home** (000) 000-0000

**Street:** 7427 East Princeton Ave.      **Work:** (602) 631-2983

**City:** Scottsdale      **CBR:**

**State:** AZ      **Zip:** 85257      **is:**

**Utility Company:** Mountain Glen Water Service, Inc.

**Division:** Water

**Contact Name:** Bill Parker      **Contact Phone:** (928) 739-4479

**Nature of Complaint:**

Consumer feels rate increase is too high, perhaps a lower percentage.

**Utilities' Response:**

n/a

**Investigator's Comments and Disposition:**

11/18 opinion entered.

**Date Completed:** 11/18/2003

**Opinion No.** 2003 - 30611

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Al Amezcua      **Phone:** (602) 542-0842      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No. 2003 - 30810**      **Date:** 11/26/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:**      **First:** Jack      **Last:** Lerch

**Account Name:**      **Home:** (000) 000-0000

**Street:** 1954 Richeatt Ranch Rd      **Work:** (000) 000-0000

**City:** Clay Springs      **CBR:**

**State:** AZ      **Zip:** 85923      **is:**

**Utility Company:** Mountain Glen Water Service, Inc.

**Division:** Water

**Contact Name:** Bill Parker      **Contact Phone:** (928) 739-4479

**Nature of Complaint:**

11/26/03 Customer contacted the commission and wanted to voice his opinion about the customer notification that he received in the mail. First of all he wanted to let us know about the Bacteria that was found in the well back in July, customers were not notified until September. Secondly when they cleaned the lines one time the company chlorinated the water that made it really bad to use or drink. Please don't grant them their request of the increase.

**Utilities' Response:**

na

**Investigator's Comments and Disposition:**

11/26/03 Staff advised the customer that I would enter this opinion in our database. Close.

**Date Completed:** 11/26/2003

**Opinion No. 2003 - 30810**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Joan Ruf      **Phone:** (602) 542-0847      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Inquiry No. 2003 - 30591**      **Date:** 11/18/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:**      **First:** Bobby      **Last:** Payne  
**Account Name:** Bobby Payne      **Home** (928) 537-2102  
**Street:** 1084 Rim View Drive      **Work:** (000) 000-0000  
**City:** ShowLow      **CBR:**  
**State:** AZ      **Zip:** 85901      **is:**

**Utility Company:** Mountain Glenn Water Services

**Division:** Water

**Contact Name:** Bill Parker      **Contact Phone:** (928) 739-4479

**Nature of Complaint:**

Customer comments he is very very opposed to the increase in water rates for Mountain Glen Water Services pending rate application.. The written notice he received advising customer of the rate application advises that customers can also request a public comment meeting. Customer wants to go on record that the Commission should have a pcm in the local service area so that all customers can voice their opposition to the rate increase.

**Utilities' Response:**

N/A

**Investigator's Comments and Disposition:**

Comments documented for rate case purposes. Copy of opinion given to DJR rate case file.

**Date Completed:** 11/18/2003

**Inquiry No. 2003 - 30591**

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Reg Lopez

**Phone:** (520) 628-6555

**Fax:** (520) 628-6559

**Priority:** Respond Within Five Days

**Opinion No.** 2003 - 30610

**Date:** 11/18/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:** **First:** Dan

**Last:** Puckett

**Account Name:** Dan Puckett

**Home** (928) 739-4393

**Street:** 1539 Falcon Ln.

**Work:** (000) 000-0000

**City:** Pinedale

**CBR:**

**State:** AZ **Zip:** 85934

**is:**

**Utility Company:** Mountain Glen Water Service, Inc.

**Division:**

**Contact Name:** 00000

**Contact Phone:** 00000

**Nature of Complaint:**

Received notice of rate increase for Mt. Glenn Water Service. He is opposed to increase. He feels that it is too much. A 5 to 10% ok, but the 29% increase being requested is excessive.

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I agreed note his Opinion for the record. File closed.

**Date Completed:** 11/18/2003

**Opinion No.** 2003 - 30610

