

file in Dkt No. W-01676A-04 0500



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ORIGINAL
ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2004 - 39731

Date: 11/8/2004

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mark

Bensley

Account Name: Mark Bensley

Home: (000) 000-0000

Street: 9340 E. Vallarta Dr.

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 85749

is:

Utility Company: Pineview Land & Water Co., Inc.

Division: Water

Contact Name: Ernest Sutter

Contact Phone: (928) 537-4858

Nature of Complaint:

Correspondence received opposing the rate increase requested by Pineview Water Company.

I have read that Pineview water has requested a rate increase of over 20%. I would like to comment on that. I think a 20% increase is ridiculous. I do not think they have to buy any water as other utilities might have to. It is all well water, as I understand it so there is no real charge. Also right now, their minimum charge is almost \$20 whether any water is used. I am a part time resident and it is frustrating since I pay more for water there even when I use 0 gallons of water than I do when I am in Tucson full time with my wife and daughter. That is the truth I pay less for water living full time in Tucson than I do for zero gallons of water use with Pineview Water. I contacted them once and they said it was costly to bill each month and read the meters each month. I offered to pay the previous years bill in advance and they could then only read the meter and bill me once per year so they and I could save money. That offer was not accepted but it is still a valid offer on my part. Their refusal tells me they really were not concerned about saving money just billing more and more. Their flat charge, I believe takes advantage of the Part-timers as well as those who use small amounts of water.

I have enclosed a copy of my water bill from the City of Tucson, which was received today. It confirms that my usage for September-October 2004 was 9724 gallons and the water bill part of the bill was \$16.05. that is less than the minimum bill with Pineview for no water use at all zero gallons.

Social Security will be granting cost of living raises of 2.7% this year. Why should Pineview water receive that large of an increase? I will not receive that large of an increase on my retirement check. I cannot afford that large of an increase.

I urge you to deny their rate increase.

Sincerely,
Mark Bensley
End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

NOV - 9 2004

DOCKETED BY

AZ CORP COMMISSION
DOCUMENT CONTROL

2004 NOV - 9 11:47

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/8/04 Comments noted and filed in rate increase file Docket No. W-01676A-04-0500
End of Comments

Date Completed: 11/8/2004

Opinion No. 2004 - 39731

October 22, 2004

RECEIVED

Mark J. Bensley
9340 E. Vallarta Dr.
Tucson, AZ 85749

OCT 26 2004
AZ Corporation Commission
Director Of Utilities

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

RE: Pineview Water Company Rate Increase Request

Dear Sir or Madam:

I have read that Pineview water has requested a rate increase of over 20%. I would like to comment on that. I think a 20% increase is ridiculous. I do not think they have to buy any water as other utilities might have to. It is all well water, as I understand it so there is no real charge. Also right now, their minimum charge is almost \$20 whether any water is used. I am a part time resident and it is frustrating since I pay **more** for water there even when I use **0** gallons of water than I do when I am in Tucson full time with my wife and daughter. That is the truth I pay less for water living full time in Tucson than I do for zero gallons of water use with Pineview Water. I contacted them once and they said it was costly to bill each month and read the meters each month. I offered to pay the previous years bill in advance and they could then only read the meter and bill me once per year so they and I could save money. That offer was not accepted but it is still a valid offer on my part. Their refusal tells me they really were not concerned about saving money just billing more and more. Their flat charge, I believe takes advantage of the Part-timers as well as those who use small amounts of water.

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Social Security will be granting cost of living raises of 2.7% this year. Why should Pineview water receive that large of an increase? I will not receive that large of an increase on my retirement check. I cannot afford that large of an increase.

I urge you to deny their rate increase.

Sincerely,


Mark Bensley



SERVICES STATEMENT

Customer Service Office

310 W Alameda, Tucson, AZ 85701

Hours: 8:00 a.m. - 5:00 p.m. MST (Monday - Friday)

P.O. Box 28811
Tucson, AZ 85726-8811

Phone: 791-3242 Outside Tucson Area Call: (Toll Free 1-800-598-9449)
ENVIRONMENTAL SERVICES INQUIRY PHONE: 791-3171



PIMA COUNTY
WASTEWATER MANAGEMENT
201 North Stone Avenue
Tucson, AZ 85701
Phone: 740-6609

Account Number: [REDACTED]

Service Address: 9340 E VALLARTA DR
Customer Name: MARK J BENSLEY

Reading Date: 10/13/04
Bill Date: 10/15/04

MESSAGES	OCTOBER 2004 SUMMARY
<p><i>Other Side</i> <i>Showed 9724 gallons</i> <i>of use - 16.05</i> <i>less than previous</i> <i>for - 0 - gallons</i></p>	Last Bill Amount \$ 33.61
	Payment, Thank you 33.61-
	Balance forward00
	Pima County Sewer 12.88
	Water <u>16.05</u>
	Other charges 1.22
	Itemized information on reverse side of statement. <i>9724 gallons</i>
	CURRENT CHARGES DUE 11/04/04 30.15
	TOTAL AMOUNT DUE \$ 30.15

For your convenience, the following authorized pay stations may be used to pay your CURRENT bill. Past Due Notices can be paid ONLY at those locations in BLUE.

- Tucson Water..... 310 W. Alameda
 - Development Services Center..... 201 N. Stone
 - Eastside City Hall (closed Noon - 1:00 p.m.) 7575 E. Speedway
 - City Hall 255 W. Alameda
 - Price Service Center (open 1:00 p.m. - 5:00 p.m. only) 4004 S. Park
 - Southeast Council Office (open 1:00 p.m. - 5:00 p.m. only) 8123 E. Poinciana
- *** Other payment locations available ***
- Basha's * Check Centers * Loan Mart / Payday Loans * Money Mart * Quik Cash

ALL RETURNED CHECKS WILL BE CHARGED A FEE OF \$28.00 TO COVER COSTS OF PROCESSING

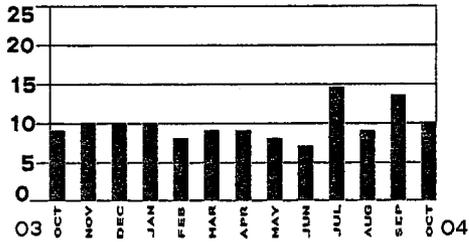
Services Statement - Continued

MA COUNTY ITEMIZED SEWER CHARGES BILL PERIOD = 30 DAYS

SEWER FLOW VOLUME	9.33	ADMINISTRATIVE CHRG	2.71
		SEWER RESIDENTIAL	10.17
TOTAL:			\$12.88

ITY ITEMIZED WATER VOLUME CHARGES BILL PERIOD = 29 DAYS METER NUMBER: 88474174

WATER USAGE	IN GALLONS	IN CCFS	CURRENT READING	2201	MONTHLY SERV CHRG	5.35
THIS MONTH:	7480	10			VOL \$ 1.03 @10.00	10.30
PAST MONTH:	9724	13			CAP CHARGE	.40
THIS MO. LAST YR:	6732	9				



TOTAL: \$16.05

MISCELLANEOUS CHARGES BILL PERIOD = 29 DAYS

TAX	1.22
TOTAL:	\$1.22