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RECEIVED ARIZONA CORPORATION COMMISSION

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UTILITY COMPLAINT FORM

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Investigator: John La Porta

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AZ CORP COMMISSION

DOCUMENT ~~Priority~~ Respond Within Five Days

Opinion No. 2005 - 45872 Date: 8/2/2005

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Frank & Teresa Harris

Account Name: Frank & Teresa Harris Home: (000) 000-0000

Street: Mesquite Ln Work: (000) 000-0000

City: Why CBR:

State: AZ Zip: N/A is:

Utility Company: Why Utility Company, Inc.

Division: Water

Contact Name: Curtis Taylor Contact Phone: (520) 387-6213

Nature of Complaint:

FOLLOWING ATTACHED CORRESPONDENCE FROM A CUSTOMER STATES:

July 29, 2005

Dear Sirs:

Thank you for the invitation to the Commission's attention questions and concerns relating to the Why Utility Co Inc's application for an adjustment in rates and the reasonableness of charges.

My family, like many others residing in Why, is on a fixed income. An increase in rates of this magnitude will be an increased hardship on us.

The company is requesting an an increase in rates to 100% of the total revenues, in other words, doubling our monthly basic rates. While the basic rates is doubled, the water included in the basic rates is to be reduced 55%. The same amount of water that I get now will cost me \$50 instead of \$20 a month. This is an increase of 150% not 100%. Many of the service fees will jump from \$10 to \$35, an increase of 250% not 100%.

I recently moved to Why from an urban area in California where 2 months of water and curbside pickup of my trash cost me an average of \$25 a month.

Another concern is the wording "based on the company's unaudited test year results". Unaudited?!! Furthermore, there is no wording mention the Federal grant dedicated to the Arsenic compliance costs. Could this money be used to offset our proposed excessive rate increases?

As a final note, if it actually costs \$35 (the proposed new fee) to turn the water on, a job that consists of removing a padlock on a water meter, I would like to apply for the job. Remember, I am on a fixed income.

# ARIZONA CORPORATION COMMISSION

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Thank you for your attention,  
Frank and Teresa Harris, Mesquite Ln.

Why, AZ

\*End of Complaint\*

### Utilities' Response:

N/A

\*End of Response\*

### Investigator's Comments and Disposition:

Comments noted for the record and a copy placed in Docket No. W-02052A-05--0529. CLOSED.

\*End of Comments\*

Date Completed: 8/2/2005

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