

W-02500A-06-0281

ORIGINAL



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ARIZONA CORPORATION COMMISSION

4920

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 56844

Date: 11/30/2006

Complaint Description: 08A Rate Case Items - Opposed  
08C Rate Case Items - Intervention

Complaint By: First: Dean Last: Duhl

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: AZ Zi [REDACTED] is: [REDACTED]

Utility Company: Goodman Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

11/29/06 CORRESPONDENCE - DOCKET No. W-02500A-06-0281

November 22, 2006

Arizona Corporation Commission  
400 West Congress, Room 222  
Tucson, AZ 857  
Tom Williams, D.R. Horton

1200 West Washington Street  
Customer Service  
Phoenix, AZ 85007  
Lewis Management Resource  
Eagle Crest HOA

Christopher Hill, Goodman Water Co.  
[REDACTED]

Lewis and Roca  
One South Church Aye, #700  
Tucson, AZ 85701-1611

RE: Public Notice of Hearing on the Rate Application of Goodman Water Company - Docket No. W-02500A-06-0281

To Whom It May Concern:

On Thursday, November 16, 2006 a letter was mailed to residences of Eagle Crest Homeowners from the law firm of Lewis and Roca (See enclosed copy of envelope date stamped). Homeowners did not receive the letter in their home mailboxes until Saturday, November 18, 2006. Some people, who pick up their mail through the post office, did not receive their letters until Monday the 20th This, during a holiday week when many people are away for the holidays.

In the Notice of Public Hearing, the Hearing Date is set as of January 24, 2007. Also in the letter is the date of "November 22, 2007" set as the deadline for motion to intervene (copy of notice enclosed). This discrepancy of

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DOCUMENT CONTROL

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DEC - 6 2006

DOCKETED BY [Signature]

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date is of great confusion to most people reading the notice received from Lewis and Roca LLP Lawyers, as it appears the intervention date is after the hearing date.

On November 21, 2006, one of my neighbors, called the Arizona Commission Office and spoke with Bradly Morton who checked the records and advised that the correct date for the intervention requirements is November 22, 2006. As a result she spoke with Rochelle at the 800 222- 7000, who referred her to 602-542-3477, Tina (Hearing Dept.) to obtain information. Tina advised that the date being wrong would not eliminate and would allow late letters of intervention as long as it indicated the error of date and late mailing in my letter to the commission. The following is a request for intervention and filing of written comments regarding the application.

On November-21-06 at 1654 hrs she received return call from Chris W. Hill (Manager of Goodman Water) he advised he did not know the Intervention date was wrong in the notice sent by Lewis and Roca and that someone had "dropped the ball" and that apparently another notice would have to go out, again with the correction.

We, Dean and Raynelle Duhl, [REDACTED]  
[REDACTED] are customers of Goodman Water Company. we don't believe that Goodman Water Company is entitled to raise their rates 1% let alone 168.25% for many reasons.

Most of the people in Eagle Crest are retired and on a fixed incomes. Many of the residents of Celebration are young couples with children and on budgets.

My neighbors stand with me against even entertaining the outrageous rate increase for Goodman Water. We think that the company should be held accountable, or if the regulations need to be reviewed and changed by the Arizona Corporations Commission, that should be accomplished and alternative methods be employed before passing a ridiculous cost of 186.25% increase onto the customers.

As stipulated in the notice, I request that further information be sent to me regarding this proceeding.

Sincerely,

Dean and Raynelle Duhl  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Response to customer as follows: E-mailed opinion to utility

December 4, 2006

RE: GOODMAN WATER COMPANY

Dear Mr. Duhl:

Your letter regarding the Goodman Water Company ("GWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

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**UTILITY COMPLAINT FORM**

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Information can be found on the Arizona Corporation Commission website at [www.cc.state.az.us/](http://www.cc.state.az.us/) for the process in filing a Motion to Intervene. Should you have any questions about this process you can contact Docket Control at 800-222-7000.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,  
Trish Meeter  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2006 - 56844**

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