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ORIGINAL

ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 56683

Date: 11/21/2006

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Terrance Last: Hinton

Account Name: Terrance Hinton

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED] Zip: [REDACTED]

is:

Utility Company: Utility Source LLC

Division: Sewer/Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:
11/21/06 CORRESPONDENCE RECEIVED

Arizona Corporation Commission
DOCKETED
NOV 21 2006

DOCKETED BY [Signature]

RECEIVED
NOV 21 11:35:59
CORP COMMISSION
DOCUMENT CONTROL

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

Re: Proposed Rate Increase
Utility water Source

We are in receipt of correspondence from Utility Water Source, our water utility company their proposed rate increases to be addressed in a hearing on January 27, 2007. Of course we are concerned to read of a possible 200% increase in our utility costs. This would be a financial burden for many homeowners, including ourselves. While this utility company seems to have been created for the purpose of serving this community, it appears by the documents on file with your agency that there was poor advance planning by the developers and we do not feel the financial burden of that should fall on the customer. We understand that increases may be required, but hope that the commission will seriously consider curtailing the amount and allow for gradual increases more consistent with the cost of living increases one might normally expect.

Also, we noted that the hearing is in take place in Phoenix. This hearing concerns the homeowners/customers in the Flagstaff Meadows community in Bellemont where we live. We are sure that many customers would like to address this issue by appealing at the hearing. We would like to see this hearing take place in a closer geographic location.

We hope that many homeowners, like ourselves, will notify the commission of their concerns and that serious consideration will be given to these issues.

Sincerely,
End of Complaint

ARIZONA CORPORATION COMMISSION
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Utilities' Response:

Investigator's Comments and Disposition:

11/21/06 I sent the following letter to the customer regarding his letter of opinion:

Mr. Terrance Hinton
[REDACTED]

RE: UTILITY WATER SOURCE

Dear Mr. Hinton;

Your letter regarding the Utility Water Source (Utility Source) 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 Utility Source rate increase 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.

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 [REDACTED]

Sincerely,

Lynn Combs
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 11/21/2006

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