

Docket #



From: <pctinkam@bww.com>
To: CC.UTIL(jruf)
Date: 2/4/03 2:41PM
Subject: ARIZONA WATER COMPANY

Arizona Corporation Commission - Utilities Department,

To Whom It May Concern

I would like to officially request that the ACC deny the 29% rate increase proposed by the Arizona Water Company for the following reasons:

1. The quality of the water in Apache Junction through Arizona Water Company is substandard. We have lived here for two and one half years hoping that things would improve. After numerous complaints that were ignored or denied, we purchase our drinking water from an outside source. In fact, when I last complained (2/4/03) the customer service representative told me that she too has to purchase her water from an outside source because it tastes so terrible.
2. Since summer, we have decreased our lawn watering scheduled by 500% and have seen little decrease in our rates. In fact, November, watering at my low schedule, was a high as August when I was watering at a full schedule.
3. The mineral content of the water is so hard that our appliances have begun to have water build-up or rust. Also, the damage done to clothing and dishes is at an unacceptable level.
4. I recently contacted the watering company for Mesa, Arizona to compare rates. To encourage conservation they charge a significantly less rate for the first 12,000 gallons of water. This usually covers the usage for the inside of the house. Over 12,000 gallons the rate is increased (this is usually for landscaping, pools, etc.). The rate for overage in Mesa is less than AWC's regular rate per thousand gallons of water. Maybe we can take a lesson from our neighboring cities to help keep the rates lower and encourage water conservation.

Unless these issues are addressed first, I strongly oppose a rate increase. Customers should not have to pay more money for a substandard product.

Thank you.

Sincerely,
Patrick and Constance Tinkam
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Arizona Corporation Commission
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