

W-02065A-07-0312



0000074213

ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 60945

Date: 6/12/2007

Arizona Corporation Commission

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

DOCKETED

JUN 25 2007

Complaint By: **First:** Rose M **Last:** Jackson

Account Name: Rose M Jackson

Home: (000) 000-0000 **DOCKETED BY** NR

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Wilhoit Water Company, Inc.

Division: Thunderbird

Contact Name: Jim West

Contact Phone: [REDACTED]

Nature of Complaint:

Docketed under no. W-02065A-07-0312

From: [REDACTED]
To: [REDACTED]
Sent: [REDACTED]
Subject: [REDACTED]

RECEIVED
2007 JUN 25 P 4:13
AZ CORP COMMISSION
DOCKET CONTROL

TO OUR ELECTED OFFICIALS
CONCERNING THE REQUEST WILHOIT WATER COMPANY FOR A 100% HIKE ON OUR WATER BILLS
ABSOLUTELY NOT! THE OWNER WHO EVER HE IS HAS NEVER UPDATED OUR ANCIENT EQUIPMENT
HAS NEVER MADE ANY IMPROVEMENTS ON THE SYSTEM AND HAS ONLY REAPED IN THE PROFITS.
WE HAVE WATCHED SOME OF OUR NEIGHBORS HOMES BURN TO THE GROUND DUE TO THIS
NEGLIGENCE. THEY ISSUED A WATER ALERT RECENTLY CLAIMING WE ARE IN A STAGE 4 WATER
ALERT. WHICH IS CUT WATER USE IN YOUR HOME TO 50% AND NO WATERING OUT DOORS. THAT
WAS AFTER A LEAK DEPLETED THE WATER SUPPLY IN THE STORAGE TANK. WATER RAN IN THE
STREET FOR 12 HOURS BEFORE IT WAS STOPPED. THE NEXT DAY WE WERE ALERTED OF A STAGE
FOUR. THE FOLLOWING DAY WE ARE ASKED TO APPROVE A 100% RATE HIKE. WE HAVE BEEN
TAKEN
ADVANTAGE OFF BY THIS MAN WHO EVER THE OWNER OF THIS WATER COMPANY FOR MANY
YEARS OUR APPEALS TO THE COMMISSION HAVE BEEN IGNORED. WE NEED HELP. ANOTHER YEAR
HE SOLD THE WATER SUPPLY TO THE COUNTY FOR PAVING SO YOU SEE WHERE HIS INTEREST
LIES AND IT IS NOT IN PROVIDING WATER TO HIS PAYING COSTUMERS HONEST PEOPLE WE
RETIRED HERE WITH
HOPES OF A WONDERFUL RETIREMENT WITH OUT STRESS FROM WORRYING THAT OUR EXPENSES
WOULD PUT A STRAIN ON OUR FIXED INCOMES. WE ARE NATIVES TO THIS AREA AND TO ARIZONA
WE DO NOT WASTE WATER WE ARE NOT WATER WASTERS WE KNOW HOW PRECIOUS IT IS TO OUR
SURVIVAL AND WELL BEING

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PLEASE HEAR OUR PLEAS!!!!!!!!!!!!

SO AS FOR THE REQUESTED WATER HIKE--- ABSOLUTELY NOT!!!!!!

I AM A VOTER A NATIVE A RESIDENT OF YAVAPAI COUNTY FOR 65 YEARS RESPECTFULLY YOUR
YOURS ROSE M. JACKSON 5-31-07.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/12/07 I e-mailed Ms. Jackson the following

Good morning Ms. Jackson,

Your letter regarding the Wilhoit Water Company ("Wilhoit") 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 Wilhoit 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 (800) 222-7000.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 6/12/2007

Opinion No. 2007 - 60945

Substantiated/Un-Substantiated not yet determined

Notes:



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 61212

Date: 6/22/2007

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

Complaint By: First: Michael R Last: Fitzpatrick

Account Name: Michael R Fitzpatrick

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Golden Corridor Water Company

Division: Water

Contact Name: Carl Harvey

Contact Phone: [REDACTED]

Nature of Complaint:

W-20461A-07-0158

Michael R. Fitzpatrick

June 19, 2007

Arizona Corporation Commission
Consumer Services Division
1200 West Washington Phoenix, Az. 85007

Arizona Corporation Commission
DOCKETED

JUN 25 2007

DOCKETED BY [REDACTED] ne

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2007 JUN 25 P 4: 12
AZ CORP COMMISSION
DOCKET CONTROL

Re: Hearing of Golden Corridor Water Company Request, Docket # W-2046 1 A-07-0 158 Dear Staff at Utilities Division,

In regard to the proposed emergency surcharge which is in reality a rate increase. It is very much hoped, and we implore the people who decide these things, deny this request by the water company.

We pay a base rate just to have water service. We are entitled to use 1,000 gallons in this base. Beyond that a usage charge is incurred in 1,000 gallon increments. Our household of four adults consume about 14 gallons of drinking water per week, or about 56 gallons per month which we purchase at a "Water and Ice" store in Toltec, Arizona. This is not the store the water company has designated but is more convenient for us.

To suggest a surcharge based on amount of water delivered through water meter is "nonsensical dribble". The 56 gallons of drinking water we need falls well inside our base 1,000 gallons.

If there is to be an increase in anything maybe it should be in the base amount of water delivered through the meter. For example 1,000 to 3,000 gallons. In my mind this form of rebate is very reasonable. We are not

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UTILITY COMPLAINT FORM

receiving drinkable water and we are paying for it in the rate that that is in place. The rate that has been approved by the commission?

Please do not allow this surcharge or other rate increase.

Sincerely,

Michael R. Fitzpatrick
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/22/07 I spoke with Mr. Fitzpatrick regarding the Hearing of Golden Corridor Water Company. I advised him that his comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Golden Corridor application.

Staff appreciates his comments and the interest taken on the proposed application. He thanked me for the call and the information. CLOSED.
End of Comments

Date Completed: 6/22/2007

Opinion No. 2007 - 61212

Substantiated/Un-Substantiated not yet determined

Notes: