

W-02065A-07-0311

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 61214 Date: 6/22/2007

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

Complaint By: Orman Riner

Account Name: Orman & Sally Riner Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

City: [REDACTED] CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Wilhoit Water Company, Inc.

Division: Yavapai

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

Nature of Complaint:
Docket no. W-02065A-07-0311

Arizona Corporation Commission
DOCKETED
JUN 25 2007

The Arizona Corporation Commission
1200. West Washington Street
Phoenix, Az., 85007

19 June 2007

DOCKETED BY [REDACTED] nr

RECEIVED
2007 JUN 25 P 2:32
AZ CORP COMMISSION
DOCKET CONTROL

Dear Commission;

Enclosed you will find copies of notices from Wilhoit Water Co. In this day and age, I find that it is incredible that a company could and does operate at a loss. And to make up for that loss, they are raising their rates by 56% or \$22,122.17. In other words, the customer has to pay for their inability to operate their business at a profit. Something is wrong someplace. Also, when is Wilhoit going to fix the arsenic problem? And this is not the first time that the Wilhoit Water Co. has had arsenic problem in the Yavapai Estates area.

On page #9 of the Amended, Wilhoit is asking for a \$1.26 increase on the 1 tier per 1000 gallons, and a \$1.55 increase on 2nd tier per 1,000 gallons. And raising the rates from \$8.00 to \$12.00 is just too much. This is redundant! Wilhoit is asking for too much and still not doing anything about the arsenic problem. The rate increases should be at least half of what Wilhoit is asking.

On page 11 of the Amended, Wilhoit has current charges of \$265.00 and is asking for a change of \$255.00 for a total of \$520.00 to install a meter. That is just one of the many changes that are double or near double. in the lower chart, Wilhoit is asking almost 3 and 1/2 times for an Establishment. And so it goes down the line. Meter test goes from \$50.00 to \$150.00. And Meter re-read goes from \$15.00 to \$35.00. If your bill is wrong, in your opinion, who is going to ask for a re-read on the meter.

My wife and I strongly agree that Wilhoit should not have any rate increases of any kind until Wilhoit solves and

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fixes the arsenic problem so that we, the customers, in Yavapai Estates have pure drinking water.

Orman and Sally Riner

[REDACTED]
Az. 86323
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/22/07 I spoke with Mr. Orman Riner. I provided him the following information.

His letter regarding the Wilhoit Water Co rate case 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 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. He wanted to know if any one had called or wrote letters. I told him that the Commission has heard from other customers from the Yavapai Estates Area. He thanked me for calling him and providing him with this information. CLOSED.

End of Comments

Date Completed: 6/22/2007

Opinion No. 2007 - 61214

Substantiated/Un-Substantiated not yet determined

Notes: