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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 63577

Date: 10/2/2007

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

Complaint By: First: Arthur & Beverly Last: Summers

Account Name: Arthur & Beverly Summers

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****CUSTOMER SENT THIS CORRESPONDENCE TO THE ARIZONA CORPORATION COMMISSION*****

September 19, 2007

Arthur & Beverly Summers

[REDACTED]
Prescott, Aaz 86303

Kristin Mayes
Arizona Corporation Commission
Commissioners Wing

[REDACTED]
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

OCT 03 2007

DOCKETED BY [Signature]

RECEIVED
2007 OCT -3 A 9:37
AZ CORP COMMISSION
DOCKET CONTROL

Re: Groom Creek Water Board Changes/Proposed Increase

Dear Commissioner Mayes:

We are writing this letter as very concerned property owners in Groom Creek, Arizona. We have lived here for almost 20 years as part-time residents. Up until one year ago when the new water board took over, we had never had a problem getting good water at a reasonable price. For years we bragged about how good the water tasted. Not we feel compelled to purchase bottled water and ice because of the poor taste.

Now this new board is proposing exorbitant rate increases as well as high equipment increases, blaming the previous board for withholding information on proposed street paving and equipment replacement. We believe we had always been informed on any pertinent changes that might affect our rates and water supply. The previous board was run very economically and only had one paid employee, being the bookkeeper. All other were volunteers. We feel that the previous board had the homeowner's best interests in mind and we don't feel

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that way about the present board. They seem to have forced their way into power through innuendo and veiled accusations about the previous board. We have concerns about the current board's ethics. They now have 3 paid employees and children reading our meters.

Like us, a great number of the property owners in Groom Creek are retired and living on fixed incomes and these 30% rate increases and huge equipment increases are unnecessary and would place a hardship on all of us. As part-timers, we pay for the water for all those months we are not in residence.

We understand rate increases and equipment costs are necessary to keep the system in operation but feel these requested increases are exorbitant. Please consider carefully these proposed increases in Groom Creek in light of what is really necessary. Also, we have strong concerns that this current water board is looking to build ver large cash reserves that they may use at their disrection.

Thank you for [REDACTED] on. If you would like to contact us personally, we can be reached at [REDACTED] until October 31, 2007. After that date, we can be reached at [REDACTED].

Sincerely,
Arthur & Beverly Summers
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

10/02/07-I left a voice-mail message for the customers. I thanked them for writing the Commission regarding their opinion for the Groom Creek rate case. I informed the customer that his opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. I also informed the customer that the Commission will also take his opinion into consideration before rendering a decision in the rate application. I asked Mr. and Mrs. Summers to call me back so I could provide them a phone number for the Arizona Department of Environmental Quality that tests for quality. W-01865A-07-0384. CLOSED.
End of Comments

Date Completed: 10/2/2007

Opinion No. 2007- 63577
