

ORIGINAL



ARIZONA CORPORATION COMMISSION

5700

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 63633 Date: 10/3/2007

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

Complaint By: Marcia Youler

Account Name: Marcia Youler

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 800-0000

City: Concho

CBR:

State: AZ Zip: 85924

is:

RECEIVED  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
OCT -4 A 10:29

Utility Company: Livco Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

Arizona Corporation Commission  
DOCKETED  
OCT 04 2007

Arizona Utilities Commission  
1200 W Washington Street  
Phoenix, Az.

DOCKETED BY [Signature]

Re: Livco Water Company rate hearing.

Again, we are facing the possibility of another hike in rates for this area. Livco Water has changed owners 5 or more times since I moved here in 1988.

During that time, I have not seen any changes in service, repairs of damaged or leaking meters nor any real concern for the users when the water stops flowing for one or more days. Yet, the company continues to be sold to new owners.

If this company is in such dire financial conditions that the past owners either ignored needed repairs or sell as quickly to another sucker, in my opinion, some one is either making false reports or lying about the need for rate increases.

I feel we are victims of those moving into our area seeking to make their fortune. Apache County has been a low income area for many years. We, the long time residents, have been living here with little to no support from county or company support addressing our needs. I, like so many are on a very fixed income. Who among us isn't on a fixed income? Can you walk in and ask your boss for a raise? Our small income is getting smaller each year due to the increase cost of living.

As we see our local planning and zoning being challanged we should also see this rate increase challanged. Many do not have water. They rely on others, family, companies and churches to provide their minimal water needs. This rate increase will not just effect the people served by Livco Water, it will hurt the ones trying to

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provide water to those who are really in need.

If, in the pass, we could have seen some changes in the water supply, quality and help from the local owners, owners coming in from another state to make their fortune, it would be different. We have not seen that change.

I ask that you, the governing body and representatives speaking for us, the underlings of Apache County do not add to our ever increasing higher cost of living. Look around at the displaced home owners throughout our United States. See what is happening to the mid and low income people, the backbone of the country. Consider this in making your decision to increase, yet again, our water rates. If, the need is to curve the use of large amounts of water, then put the rates on the ones who abuse the privledge of having it, do not put the burden on the lower income, retired water minded folks.

Thank you, I may be reached at [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

10/03/07-I called and spoke to Ms. Youler I thanked her for writing the Commission regarding his opinion for the Livco Water 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.

Customer thanked me for calling and responding to her. W-02121A-07-0506. CLOSED.  
\*End of Comments\*

**Date Completed:** 10/3/2007

**Opinion No.** 2007 - 63633

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