

W.03442A.08.0313



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ORIGINAL

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 69628

Date: 6/26/2008

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

First:

Last:

Complaint By: Wayne & Karen

Hauswirth

Account Name: Wayne & Karen Hauswirth

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Chino Valley

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

We are residents of Appaloosa Meadows and are troubled with the rate increase requested by Joe Cordavana. He is requesting the increase due to increased costs to him, such as postal rates, property taxes, etc. We also have felt those increases, along with the higher fuel costs, however, we have no one to contact to ask for a higher retirement income.

We are aware there are incurred expenses being a business owner, but waiting until it is necessary to ask for 100% increase shows poor management on his part. Also, Joe did not use proper procedures in notifying his customers of his request to your commission for this request. If we had not seen the legal notice in the paper, we would not have known his intent.

We feel he is trying to back-door this request at our expense and not being above board with his customers.

Respectfully submitted,

Duane and Karen Hauswirth

[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission  
DOCKETED

JUL - 1 2008

DOCKETED BY [Signature]

RECEIVED  
2008 JUL - 1 A 8:34  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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6/26  
(Docket No. - W-03443A-08-0313)

I called customer to acknowledge receipt of their opinion against the proposed rate increase. I told customer that their opinion would be docketed and the Commissioners and staff will have an opportunity to read their concerns regarding this proposed rate increase.  
I emailed this to Trish Meeter in our Phoenix office to have this docketed. CLOSED.

\*\*\*\*\*Note: Was also referred from Commissioner Mayes's Office\*\*\*\*\*  
\*End of Comments\*

**Date Completed: 6/26/2008**

**Opinion No. 2008 - 69628**

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W.03443.08.0313

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 69657

Date: 6/27/2008

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

Complaint By: First: Patricia Last: Ketchmark

Account Name: [REDACTED]

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Chino Valley

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*DOCKET NO. W-03443A-08-0313 \*\*\*\*\*

From: ED & TRISH KETCHMARK [REDACTED]  
Sent: Thursday, June 26, 2008 5:55 PM  
To: Utilities Div - Mailbox  
Subject: Appaloosa Water Company proposed increase in rates

Arizona Corporation Commission  
Utilities Division

It has come to my attention that the Appaloosa water company is requesting a revenue increase of 100 % of total revenue. I feel that we need to have a Public Hearing held here in Chino Valley on this matter. A majority of people that live in Appaloosa Meadows are retired and are on fixed or limited incomes. I am 69, widowed and retired. My situation is ok, but with gas prices and everything else rising so fast, I know that some of the people that live here feel the crunch. A public hearing held here is needed, and a more reasonable increase need to be worked out.

Thank you, Patricia Ketchmark, [REDACTED]  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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June 30, 2008

RE: APPALOOSA WATER COMPANY

Dear Ms. Ketchmark :

Your email regarding the Appaloosa Water Company ("AWC") 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 AWC application.

The concerns raised in letters and emails 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,

Trish Meeter  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed: 6/30/2008**

**Opinion No. 2008 - 69657**

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W 03443A-08-0313

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 - 69659**

**Date:** 6/30/2008

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

**Complaint By:** **First:** Esther **Last:** Sanchez

**Account Name:** Esther & Louis Sanchez

**Home:** (928) 000-0000

**Street:** n/a

**Work:**

**City:** Chino Vallley

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

**Utility Company:** Appaloosa Water Company

**Division:** Water

**Contact Name:** Joe Cordovana

**Contact Phone:** (928) 636-4675

**Nature of Complaint:**

OPINION THROUGH COMMISSIONER MAYES

W-03443A=08=0313

From: esird@netzero.net [REDACTED]  
Sent: Friday, June 27, 2008 10:15 AM  
To: Mayes-WebEmail  
Subject: docket W-03443A-08-0313 Appaloosa Water Rate Hike

this is unjustifiable under any circumstances....the persons who should bear the burden for the arsenic treatment is whomever sold this property and they should reimburse the water company for associated costs. we are aware everything is going up however 100% is extreme and we refuse to allow that to happen to our residents

Esther and Louis Sanchez

[REDACTED] Chino Valley, AZ

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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From: Bradley Morton  
Sent: Monday, June 30, 2008 8:50 AM  
Subject: Appaloosa Water

Dear Mr & Mrs Sanchez,

I am contacting you to acknowledge receipt of your Opinion that you sent to Commissioner Kristin Mayes of the Arizona Corporation Commission regarding the rate case for the above named company. I will docket your opinion so it becomes part of the case record and all of the Commissioners (5) will be made aware of your concerns. If I can be of further assistance please call me at 602-222-7000 x 6650.

Sincerely,

Bradley Morton  
Public Utilities Consumer Analyst II  
\*End of Comments\*

**Date Completed: 6/30/2008**

**Opinion No. 2008 - 69659**

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