

W-03443A-08-0313



ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

2008 JUL - 1 P 12:52

ARIZONA CORPORATION COMMISSION

Opinion No. 2008 69826

Date: 7/3/2008

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

DOCKET CONTROL

Complaint By: First: Eva Last: Morgan

Account Name: Eva Morgan Home: (000) 000-0000

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

City: Chino Valley CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: n/a Contact Phone: n/a

Nature of Complaint:

*****REFERRED FROM COMMISSIONER MAYE'S OFFICE*****

Eva L. Morgan
[REDACTED]

July 2, 2008

Arizona Corporation Commission
Utilities Division
1200 West Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED
JUL - 7 2008
DOCKETED BY [Signature]

Dear Kris Mayes,

I am a resident of the Appaloosa Meadows community in Chino Valley, AZ. It has come to my attention that our water company, Appaloosa Water Company, P. O. Box 3150, Chino Valley, AZ 86323 has applied for a 100% rate increase. It is unbelievable to hear of such a high rate increase request and hope you will thoroughly research why he as ask for it.

When we purchased our home here in 2004 one of our concerns was the fact that we were to be on a well, this was a new experience for us. We were told by the developer, Reed Homes, that the well was to supply the homes in this development and that there was plenty of water for residential use. At that time Reed Homes owned the water company but later sold the company to the present owner. The present owner also owns Windmill Farms a landscape nursery business and a "Club Building" for weddings & special occasions. The setting for the Club Building is beautifully landscaped with a very large pond. A few months ago Windmill Farms tapped into the water lines of our community and I understand that he is now drawing water from our residential well to provide water for his businesses.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

If he is using water intended for the homes in our community for his business then he should have a water meter and be paying for the use of this water. He is claiming a \$2,700.00 loss, is that because his business is not paying for the water it is using?

PLEASE do not grant this 100% increase. He has not even notified us of his request. Isn't he required to do that? He sends a bill every month, he has the opportunity.

Thank you for your diligent attention to this matter.

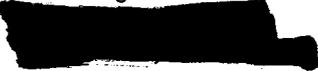
Sincerely,

Eva L. Morgan
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

July 3, 2008 (sent the following e-mail to consumer)

Eva Morgan


RE: APPALOOSA WATER COMPANY
DOCKET NO. W-03443A-08-0313

Dear Ms. Morgan,

Your e-mail regarding the Appaloosa Water Company ("Appaloosa") 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 Appaloosa 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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

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filed in docket no. W-03443A-08-0313
End of Comments

Date Completed: 7/3/2008

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