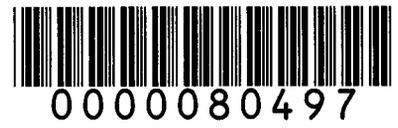


ORIGINAL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

**Investigator:** Brad Morton      **Phone:** ( [REDACTED] )      **Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 65753      **Date:** 1/14/2008

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

**Complaint By:**      **First:** Robert      **Last:** Knight

**Account Name:** Robert & Betty Knight      **Home:** (623) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** [REDACTED]

**CBR:**

**State:** AZ      **Zip:** [REDACTED]

**is:**

**Utility Company:** Tonto Village Water Company, Inc.

**Division:** Water

**Contact Name:** Ronald Standage      **Contact Phone:** [REDACTED]

**Nature of Complaint:**

concerns related to increases for Tonto Village Water Company proposed rate increase:

We feel \$24.00 is too much money for a water company. Many home owners only use these homes as second homes and are there only 3 to 4 months per year. Some are only there 5-6 weekends per year. \$24.00 is too much money just to have a meter. Last time TV Water Co asked for a rate increase, they were going to make repairs and up grade. To our knowledge we don't even know of any upgrade or repairs (major upgrades) that was not normal maintenance.

The people that own TV Water Co. owned and sold every lot in Tonto Village. Now that they have sold every lot they want to raise their rates. We have lived there over 30 years and they have never asked for a rate increase while they were selling lots. Tonto village homeowners are trying to but the water company and we know the company needs lots of repairs. It is known that part of the company was built with inferior materials ( pipes that need replacing).

It seems to us that TV Water Co. can operate for approximately 40 years and not show a big loss, or ask for a rate increase, and never want such a large increase. 14-% increase just to to have a meter with zero water.

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion entered.  
\*End of Comments\*

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 1/14/2008

Opinion No. 2008 - 65753

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