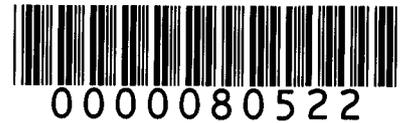


W-20435A-07-0649

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 65695

Date: 1/10/2008

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

Complaint By: First: Kathleen E. Last: Howard

Account Name: Kathleen E. Howard

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Sonoita Valley Water Company

Division: Water

Contact Name: Southwest Utility Management, Inc.

Contact Phone: [REDACTED]

Nature of Complaint:

1/10/2007 - CORRESPONDENCE RECEIVED:

RE: Docket No. W-20435A-07-0649

1/7/2008

Kathleen E. Howard

[REDACTED]

Phone: [REDACTED]
Email: [REDACTED]

Arizona Corporation Commission
DOCKETED
JAN 14 2008

DOCKETED BY [Signature]

RECEIVED
2008 JAN 14 12:48
AZ CORP COMMISSION
DOCKET CONTROL

Docket you wish to comment on: Tucson
Docket Number: W-20435A-07-0649
Case or Utility Name: Sonoita Valley Water Company
Position on Docket: Con

I would like to state my opposition to the emergency rate increase based on the structure of the increase and the short notice of this hearing. We have already been put on emergency rationing (and never formally notified it was lifted) because the wells are inadequate to meet the needs of the users. Yet this increase is structured regressively to raise rates most for those who use the least water. In the examples supplied in the notice (which I did not receive until Sat. Jan.5) a monthly usage of over 5,000 gallons was cited with an increase of \$3.05 per month. My current bill is usually about \$17 (I am on the Sonoita Valley Water system) with usage usually less than 1,000 gallons and never over 2,000. It now sounds like my bill will increase 50% or more to \$24 or \$28.75 per month. I don't think customers using over 5 times the water I use should be seeing an increase in cost of less than 10% at \$3.05 while I face an increase of over 50% or an increase of \$8-\$12.75 per month. We need to be encouraging water conservation, not rewarding high usage, especially if the company continues to fail to

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UTILITY COMPLAINT FORM

provide adequate infrastructure to allow reliable supplies.

The second objection I have is that I did not receive notice of this meeting until Sat. Jan 5, and while it mentions intervention, it does not describe what that is. Looking at the ACC web site I see the form for intervention, and onerous instructions for providing 13 copies, plus copies for the counsel for the water company (which I have no name or address for), but I did not find a description of what it is, how it differs from providing a comment and therefore I have no idea whether it is course it make sense for me to follow, even if I had adequate time to accomplish it.

I called the 1-800-222-7000 number in the meeting notice and left a voicemail, but have received no call back.

I would ask the Commission delay a decision on this request until customers can be given adequate time and information to respond fully. I would like to know whether a more equitable rate structure can be put in place, why this issue wasn't raised sooner, how long this interim rate hike is likely to remain in place, what, if any, upgrades or maintenance are planned or have been carried out, what caused the deficit and whether this increase will allow for improvement or only allow the company to limp along without the basic improvements that are needed.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

1/10/2008 @12:02pm - Left Message - Called customer, confirmed receipt of her opinion. Left my name, number and requested a return call from customer in regard to specific information provided in her letter.

1/14/2008 @2:12pm - Left Message - Called customer, requested a return call.

1/14/2008 - Email to Customer:

Dear Kathleen Howard:

I am writing to confirm receipt of your opinion regarding the Sonoita Valley Water Company ("SVWC") emergency rate case received by the Arizona Corporation Commission ("Commission"), Utilities Division. Your opinion has been placed on file with the Docket Control Center of the Commission and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the SVWC application.

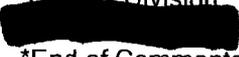
The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very 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.

Ms. Howard in addition to the filing of your opinion, I have also filed a complaint on your behalf which has been issued to SVWC for response to the concerns expressed within your letter of short notice for the hearing. Pursuant to the Arizona Administrative Code Rules, Rule R14-2-411.a.2, the utility is authorized five business days for providing an initial response of their investigation to your complaint.

I have attempted to reach you per telephone, although have been unsuccessful. Please contact me on our in-state toll free 1 (800) 222-7000 to further discuss this matter.

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Thank You

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


End of Comments

Date Completed: 1/14/2008

Opinion No. 2008 - 65695
