



0000080547

**ORIGINAL ARIZONA CORPORATION COMMISS**

**UTILITY COMPLAINT FORM**

4700

**Investigator:** Reg Lopez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 65772**

**Date:** 1/14/2008

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

**Complaint By:** **Charles E. Stailey**

**Account Name:** Charles E. & Linda J. Stailey

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Payson

**CBR:**

**State:** AZ Zip: 85541

**is:**

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

**Division:**

**Contact Name:** 0000

**Contact Phone:** 0000

**Nature of Complaint:**

Received the following letter expressing opposition to the Company's application for a rate increase:

Charles E. & Linda J. Stailey

[REDACTED]  
Payson, Ariz 85541  
[REDACTED]

Arizona Corporation Commission  
**DOCKETED**

**JAN 15 2008**

January 1, 2008

Att: Consumer Services  
Arizona Corporation Commission  
1200 W. Washington Ave  
Phoenix, Ariz 85007

DOCKETED BY [Signature]

RECEIVED  
2008 JAN 15 P 2:56  
AZ CORPORATION COMMISSION  
DOCKET CLERK

To Whom It May Concern:

On Thursday, December 27, 2007, we received a letter from the Tonto Village Waster Co, stating that they were applying for a rate increase.

Having lived in Tonto Village for 36 years and dealing with this company all of these years, we feel that we are qualified to express ourselves about this issue.

Mr. Ron Standage, has not in the past nor will he in the future try to improve the Water Co, that he owns. He has done nothing to improve the well or the tanks that hold the water. The water lines that carry the waters to the

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

---

homes desperately need to be replaced with new, but here is nothing in the works to do that either. We need another well, as well one is in bad shape sitting between two septic tanks. He has no one that is well qualified to take care of the system when it goes down. And when the electricity goes off for a long period of time, he has no plans to supply water to the homeowners. Some homes in Tonto Village 3, have had to put in pumps to help get water to their homes as the water pressure is not what it should be.

Ten years ago, the people of Tonto Village established the Tonto Village Domestic Water Improvement District, but it never went forward. In February of 2007, Mr Standage came to a group of people in the Village to say that he would like to sell his company. So we held meetings to tell everyone this and it led to Five (5) people being elected in November to the Board. This was done because Mr. Standage said that we would not talk further to anyone but the TVDWID board. As soon as the board can get things together, the3 will talk to Mr, Standage, as to what he wants for his company.

If, and when things get settled between them, the real cost will most certainly come out of the pockets of the homeowners, and not out of Mr. Standages, as it should have been in the past.

Giving Mr. Standage another rate increase will do nothing to get new wells and water lines. As I understand he was suppose to put in a NEW WELL last June 2007, and he never did. So he came back to you wanting an extension and you gave it to him until 2008. Giving him extensions will never get him to get the work done. That is why we are AGAINST this new rate increase.

I thank you for your time and I look forward to hearing from you.

Sincerely,

Linda J. Stailey  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customers and left a recorded message acknowledging their letter and extending thanks for taking the time to express their opinion in this matter. I advised that their comments would be noted for the record in this Company's rate increase application. I provided my name and toll free #. E-mailed @ 1:13pm to the ACC's Consumer Services Office in Phoenix, attention John La Porta to have this OPINION docketed under W-01580A-07-0707. File closed.

\*End of Comments\*

**Date Completed: 1/14/2008**

**Opinion No. 2008 - 65772**

---

**Substantiated/Un-Substantiated not yet determined**

**Notes:**