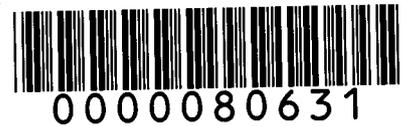


W-01580A-07-0707

ORIGINAL



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

4700

Investigator: Trish Meeter

Phone: [REDACTED]

2008 JAN 17 12:09

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2008 65873

Date: 1/17/2008

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

Complaint By: First: William Last: Snyder

Account Name: [REDACTED] Home: (000) 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:

1/16 CORRESPONDENCE REC'D DOCKET NO. W-01580A-07-0707  
January 3, 2008  
Att: Consumer Services  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Ariz. 85007  
William P. & Janet A. Snyder  
HC7Box 180 F  
Payson, Arizona 85541

Arizona Corporation Commission  
DOCKETED  
JAN 17 2008

DOCKETED BY [Signature]

To Whom It May Concern:

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

As a former employee of the Tonto Village Water Company from January 2006 to February 28, 2007, I have seen first hand the operations of the company. I know that we had several leaks in the main lines that were repaired by Wrangler Plumbing in 2006, so I would say that year they had an operating loss. Since then they should have shown a profit, in my opinion. I am surprised that they show an operating loss of 54,923.00. They no longer have a full time 'on site' manager and they no longer have a meter reader. Mr Standage's son-in-law Earl reads the meters at the end of each month. He also does all the repairs on water lines and he does this as free labor for the water company. Also for 2007, they only had a couple line leaks that he repaired with free labor.

As far as improvements while I was on site manager, Number 2 well pump went out and Wrangler Plumbing could not get close enough to the well to pull the pump because of soft dirt and mud in the drive way. He got stuck everytime he tried and had to go home until the roadway was repaired. I called Mr. Standage and he told me he could not make the repairs to the roadway because he did not have the money to do so. I told him we need that well up and running and I would try my best to do so. I talked to some of the village customers and got a 10 ton truck, a front end loader, a 5 man crew, free construction rock, (one truck load) from Haught Excavation and my crew did this on a Sunday, so Wrangler Plumbing was able to replace the pump the next Monday. This did not cost Mr. Standage any money thanks to on site manager, Bill Snyder and his crew and a big thank you to Haught Excavating for the equipment and material.

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

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2007 was a good year for the Tonto Village Water Company and I think they should have shown a profit so I do not think an increase is justified.

Sincerely yours,  
William P. Snyder & Janet A. Snyder  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/16

Letter to customer as follows:

January 17, 2008

RE: TONTO VILLAGE WATER CO.

Dear Mr. Snyder:

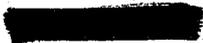
Your letter regarding the Tonto Village Water Co. ("TVWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the TVWC application.

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,

  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/17/2008**

**Opinion No. 2008 - 65873**

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