

W-01865A-07-0384
W-01865A-07-0385

ORIGINAL

ARIZONA CORPORATION COMMISS



0000081039

UTILITY COMPLAINT FORM

2008 MAY 28 P 3:59

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2008 - 68722

Date: 5/22/2008

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: **Barbara & Loren Greenberg**

Account Name: Barbara & Loren Greenberg

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ **Zip:** 86303

is:

Utility Company: Groom Creek Water Users Association

Division:

ARIZONA CORPORATION COMMISSION
DOCKETED

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

MAY 28 2008

Nature of Complaint:

I received the following email:

DOCKETED BY [Signature]

To: Arizona Corporation Commission
Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.
Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Customer included these additional comments:

We favor the increase!!!

Whether rising costs are in groceries, gasoline or utilities, no one is thrilled with increasing costs. If the water company had been properly managed over the last 15 years a substantial rate increase would not now be necessary. We now have a choice of adequately increasing rates, which would then be comparable to our neighboring water companies, properly repairing a broken system OR having a minimal rate increase and periods of no water service due to system breaks and possible lack of funds.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

na
End of Response

Investigator's Comments and Disposition:

(Docket No: W-01865A-07-0385 and W-01865A-07-0384)

I responded with the following correspondence:

Dear Barbara & Loren Greenberg :

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls 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 at [REDACTED]

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 5/22/2008

Opinion No. 2008 - 68722

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68723

Date: 5/22/2008

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

Complaint By: First: Emma C. Last: Paolucci

Account Name: Emma C. Paolucci

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: Groom Creek Water Users Association

Division:

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following correspondence:

RE: Docket No. W-01865A-07-0384
W-01865A-07-0385

To: Arizona Corporation Commission
Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.
Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Additional comments added to this form:

I would like to see a rate of 22.50 a month. And a small charge for people who are not there all winter. I would like to see more speed enforcement if the roads are paved, no one goes the speed limit in groom area
Thank you.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

(Docket No: W-01865A-07-0385 and W-01865A-07-0384)

I responded with the following correspondence:

Dear Emma C. Paolucci :

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls 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 at [REDACTED]

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 5/22/2008

Opinion No. 2008 - 68723

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68724

Date: 5/22/2008

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Sarah & Pete N. Last: Edwards

Account Name: Sarah & Pete N. Edwards

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: Groom Creek Water Users Association

Division:

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following correspondence:

I am in favor of the ACC Staff's proposed rate increase. Although there will of course be more interest paid on a 20 yr loan, it would be close to impossible for our family and many others in this community to pay an extra \$42 a month, and though the board would like to see these improvements finished and paid for within 10 yrs., I am skeptical that the rate increase would then change. The \$22.50 proposed rate increase is reasonable and much more affordable. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

(Docket No: W-01865A-07-0385 and W-01865A-07-0384)

I responded with the following correspondence:

Dear Sarah and Pete N. Edwards:

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls 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.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 at [REDACTED]

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 5/22/2008

Opinion No. 2008 - 68724

W-1865A-01-0384
W-1865A-01-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68726

Date: 5/22/2008

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

Complaint By: First: Joe Last: Lupo

Account Name: Joe Lupo

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: Groom Creek Water Users Association

Division:

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following correspondence:

Members of the board-as you likely know by now, our Groom Creek water board has sent letters to its users asking that we petition the Commission to allow a large rate increase. The letters were preprinted, envelopes pre-addressed, and stamped, ready to go. Although I count some of the board members as close friends, I believe this mailing was an impropriety. To be truly fair, I believe the response letter should have included a check box for both 'we want an increase' and another for 'we do NOT want an increase', giving us a choice of response. I bet you would have received a whole lot more responses!
None-the less, you might realize that there are approximately 250 'users' in the system, therefore if you were to receive 20 letters in support, that means that 230 users do NOT want this increase.

Folks, and increase of over \$40/month is, in my opinion, outrageous. That's \$10.00 per week! A lot of folks around here are living off Social Security checks. It would be foolhardy to think that suddenly their SS check will increase by \$40 monthly to cover this jump in rates. Therefore, the only way we could pay this rate is to drop our standard of living.

Additionally, I have been outspoken in my beliefs that there will be NO massive rupturing of pipes just around the corner. We have had very few ruptures, the majority of which were in areas that the county paved. I recently watched a parade of 80,000 pound dump trucks traverse the road in front of my house, moving fill dirt. They ran continuously for over a week, directly over some of the older pipes in the system...the pipes right near the pump house/tanks. I thought to myself "if there's ever going to be a pipe break, it going to happen real soon." Well, nothing of the sort happened-no leaks, no breaks, no disasters. Now, I'm not predicting that the pipes will last an eternity-that would be foolhardy. I DO believe that a minor rate increase (\$10/mo., perhaps), stashed in the GCWUA bank account, should allow us to address further ruptures as (if) they occur.

Further, I submit that all new piping be run in the dirt utility easement, not in the roadway, so future paving, (which most of the residents are against) would not need to be disturbed, thus saving wads of cash.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I thank you for your time.

Joe Lupo, GCUA member
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/22 - (W-01865A-07-0385 W-01865A-07-0384)

I called customer to acknowledge receipt of his correspondence. I told customer that his correspondence would be docketed so that the Commissioners would have an opportunity to read his Opinion against this proposed rate increase. CLOSED.

End of Comments

Date Completed: 5/22/2008

Opinion No. 2008 - 68726

W-01865A-07-0384

W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68725

Date: 5/22/2008

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

Complaint By: **First:** Patricia M. **Last:** Minton

Account Name: Patricia M. Minton

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ **Zip:** 86303

is:

Utility Company: Groom Creek Water Users Association

Division:

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

I received the following correspondence:

RE: Docket No. W-01865A-07-0384
W-01865A-07-0385

To: Arizona Corporation Commission
Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.
Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

(Docket No: W-01865A-07-0385 and W-01865A-07-0384)

I responded with the following correspondence:

Dear Patricia M. Minton :

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls 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 at [REDACTED]

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 5/22/2008

Opinion No. 2008 - 68725
