

W-02824A-07-0388

ORIGINAL



0000082139

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 66665

Date: 2/22/2008

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

RECEIVED
2008 FEB 22 11:37
AZ CORP COMMISSION
DOCKET CONTROL

First:

Last:

Complaint By: Larry

Bligh

Account Name:

Home:

Street:

Work:

City:

CBR:

State: AZ

Zip:

is:

Utility Company: ICR Water Users Association

Division: Water

Contact Name:

Contact Phone:

DOCKETED

Nature of Complaint:

2/20 *****REFERRED FROM THE OFFICE OF COMMISSIONER MAYES*****
DOCKET NO. W-02824A-07-0388

FEB 25 2008

DOCKETED BY
nr

Commissioner Mayes,

First, we would like to share that we are relatively new residents (3 years) to Arizona. We are still "learning the ropes" here in our beautiful State. Both my wife and I spent our entire careers working in the regulated utility field (GTE/Verizon Communication) and fully understand the difficult task you have and the important position you fill.

Over the last few months, I have been working closely with Dayne Taylor related to the current Rate Case before the ACC for the ICR Water Users Association. I also attended the hearing with Dayne, that was held in your offices on 1/8/2008. This was my first opportunity to "see you in action" personally, and truly appreciated your involvement in that proceeding. Prior to that, my knowledge of your work was through newspaper articles, your website and glowing praise by Dayne Taylor. My observation is that those glowing praises are well deserved.

I am concerned with what appears to me to be a disregard for the Commission and its standing order (Decision No. 64360) by the ICR Water Users Association. It is my hope that the Commission will see fit to re-enforce the language found in that Decision whereby the Association was required to treat all its customers fairly by charging its approved Tariff rate in the extension area at Talking Rock Ranch and the golf course. It is unfortunate that it appears, at least to me, that the Water Users Association has attempted to use a Well Agreement that was drafted and signed after the Commissions order, to circumvent the order of the Commission whereby water provided by the Association to the golf course was to be charged at the approved Tariff rate.

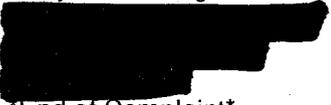
I also comment you on your letter dated 9/28/2007, where you address your concerns for the use of our precious

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groundwater on golf courses and in ornamental lakes. Your position may not be popular with some, but I can assure you that many folks here feel the way we do, that it is a crime to allow up to 400 acre feet or 130,340,400 gallons of precious groundwater to be used on the golf course at Talking Rock Ranch.

I read in this morning's paper that you are apparently considering running for congress to fill the seat formerly held by Congressman Renzi. While doing so would leave big shoes to fill at the ACC, I am confident that if you choose to run for this position and were successful, you would service your constituents well. I might also add, as noted in the article this morning, you are forming an exploratory committee in the coming days to assess what position you might take in the endeavor. We would like to let you know that if you choose to run, you will have our two votes.

Thank you for your time and for your commitment to our State.

Larry & Tina Bligh


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Inquiry opened on behalf of customer and sent to company for response. No. 66675

2/22 Email sent to customer as follows:

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February 22, 2008

Larry and Tina Bligh


Dear Mr. and Mrs. Bligh,

Your email regarding the ICR Water Users Association ("ICR") rate case has been received through the office of Commissioner Mayes. It will be placed on file with the Docket Control Section of the Arizona Corporation Commission ("Commission") and made a part of the record. Your comments will be considered by the Commission before rendering a decision on the ICR rate case.

The concerns raised in emails and 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.

When the Commission receives an application from a utility company, the Commission Staff completes the following review procedures and compiles a Staff Report with recommendations for consideration by the Commissioners. This process allows for conciliation procedures for these utility companies when significant customer protests arise due to a requested rate increase.

A review of the utility's application and statistical information is conducted by a designated Staff auditor. The operating expenses claimed by the utility are examined and compared to the revenues received for the service provided.

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The Engineering Staff conducts a technical review of the company and assures compliance with acceptable service standards. An inventory of plant facilities is conducted to assure the facilities ability to provide adequate service at reasonable rates.

The rate structure is based on the demand being placed on the system. The larger the line, the more demand on the system. This structure is used for most of the water companies regulated by the Commission.

The Consumer Services Section investigates complaints regarding the operation, service and billing practices of the company to ensure compliance with the statutes, rules, tariffs and orders of the Commission. After a problem has been identified through a complaint, Staff obtains facts from the company and determines if corrective action has been or needs to be initiated. Your concerns have been sent to the company for a response as well as being made part of the rate case review.

Staff appreciates your comments and the interest taken on the proposed rate increase. Updates to this proposed increase can be found on our website at www.azcc.gov in eDocket. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Consumer Analyst
Utilities Division
End of Comments

Date Completed:

Opinion No. 2008 - 66665
