

**E 01345A-07-0663 ORIGINAL**  
**T 01846B-07-0663**



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 66595

Date: 2/20/2008

Complaint Description: 10A Construction - Costs  
N/A Not Applicable

Complaint By: First: James R. Last: Thurber

Account Name: James R. Thurber

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Parker

CBR:

State: AZ Zip: 85344

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

OPINION THROUGH COMMISSIONER MAYES

Docket Nos: E 01345A-07-0663 / T 01846B-07-0663

February 12, 2008  
James Thurman

[REDACTED]

Arizona Corporation Commission  
ACC Docket Control  
1200 W. Washington Street  
Phoenix, AZ 85007

Arizona Corporation Commission  
**DOCKETED**  
FEB 25 2008  
DOCKETED BY [REDACTED] *nr*

RECEIVED  
2008 FEB 25 A 9:23  
AZ CORP COMMISSION  
DOCKET CONTROL

RE: Docket Numbers E-0 1 345A-07-0663 /T-0 1 846B-07-0663

Attn: Commissioner Kristin Mayes

I, James Ross Thurman, own a double lot at Hillcrest Bay located at [REDACTED]  
The parcel number is as follows [REDACTED]

I am in receipt of information regarding additional fees/charges and unexpected assessments imposed for the Underground Utilities at Hillcrest Bay, AZ. Although the renovation of the utility wires will benefit some homeowners, I am a homeowner at the bottom of the hill and in no way benefiting from the renovations. I do not have a view of the lake, hills, mountains or preserve; nor does the neighbor above, or the three neighbors below.

I own a pie shaped double lot that acts like a single lot and therefore understand that I will be expected to pay double the fees to help with the upgrades. I'm expecting to retire there in the near future. I am in no position to

**ARIZONA CORPORATION COMMISSION**  
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pay the unexpected charges. If I were to sell my property at this time, I would be taking a loss because of the market, and because I would have to disclose these outrageous "by-the-way" fees (i.e. Underground Utilities). To my recollection, I have never voted a "yes" to the project. I

If I have a "yes" vote by my name, it is in error. I only wished to obtain more information. I do not want to participate in financing the underground utilities.

Thank you for your time and concerns.

Sincerely,

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James R. Thurman

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion enter and customer contacted on behalf of Commissioner Mayes.

\*End of Comments\*

**Date Completed: 2/20/2008**

**Opinion No. 2008 - 66595**

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F 01345A-07-0663  
T 01846B-07-0663

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 512-0000

Fax: (602) 512-0000

Priority: Respond Within Five Days

Opinion No. 2008 - 66584

Date: 2/20/2008

Complaint Description: 10A Construction - Costs  
N/A Not Applicable

Complaint By: First: Shane R. Last: Jolicoeur

Account Name: Shane R. Jolicoeur

Home: (602) 241-1000

Street: [REDACTED]

Work:

City: Parker

CBR:

State: AZ Zip: 85344

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

OPINION THROUGH COMMISSIONER MAYES

Parcel # 310-32-170A  
RE: docket #s E-01345A-07-0663 & T-01846B-07-0663  
February 12, 2008  
Arizona Corporation Commission  
Attn: Commissioner Kristin Mayes  
1200 W. Washington Street  
Phoenix, Arizona 85007

Dear Commissioner Mayes;

This letter is to inform you of my intent to change my previous 'yes' vote to a "NO" vote concerning the Hillcrest Bay Underground Utilities Project

I feel there are several valid reasons for a change in my vote:

-Even though I had shown no interest in the project initially; I, too was approached on the day before the signature deadline date, at home, and asked to sign the petition. At that time I was basically informed that there were NOT anywhere near enough required signatures, and that my "yes" vote would have no bearing on the final decision in any way. Wanting to "be a good neighbor" I went ahead and signed.

-I feel that the Utilities Companies involved should be responsible for repair and replacement of their OWN equipment. Poor planning on their part in placing power poles, (years ago before many of us current residents bought property here) and regular maintenance of these poles and lines should not be our responsibility.

-I am concerned about how many of the residents who live here FULL TIME like MYSELF will be able to absorb

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

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this increased cost every month. Jam raising a family here, and rather than lose our home Jam sure [need be I will come up with this cost somehow. Lots of others aren't as fortunate as Jam; they are on a fixed income or pension... too old to work or disabled.

-Jam puzzled as to what the additional \$928, 000.00 in homeowner costs are for. Actually Jam puzzled by most ALL the figures I am reading. I thought the owner's cost was based on the square foot area of their parcel. If you figure it out with a calculator you can see that there are some inaccuracies there somehow. Some parcels with smaller areas are paying more than some larger parcels. Hopefully the person who did the math on this isn't the same one who figured out the % of votes per square foot area on the petition.

-I was unaware we would be losing ALL of our streetlights! The streets can get quite congested during the summer months. Many homes are multiple-family residences, and must park on the street because of the # of cars/visitors they have at their home. Add to that the multiple golf carts, many without headlights, and numerous A TV's going up and down the streets... Not to mention the children outside playing in the dark I think that the number of streetlights we have currently is both safe and sensible, and should not be changed.

Lastly, I would just like to say that after reconsidering all of the facts I DO NOT believe the Underground Utilities Project proposed for Hillcrest Bay is in the best interest of the residents. Most of those "unhappy" with their view are not even Arizona residents, and do not live here full time. I feel that with a little urging to compel the Utilities Companies to replace their equipment, they will eventually do it. The whole situation can be resolved differently somehow, without the exorbitant costs and total disruption to our neighborhood.

Thank You very much for your time.

Sincerely, )

Shane R. Jolicoeur

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion entered and consumer contacted on behalf of Commissioner Mayes.

\*End of Comments\*

**Date Completed: 2/20/2008**

**Opinion No. 2008 - 66584**

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F 01345A-07-0663

T 01846B-07-0663

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0000

Fax: (602) 542-0400

Priority: Respond Within Five Days

Opinion No. 2008 - 66583

Date: 2/20/2008

Complaint Description: 10A Construction - Costs  
N/A Not Applicable

Complaint By: First: Albert Last: Nevares

Account Name: Albert Nevares

Home: (602) 542-0000

Street: 896 Bay View Dr

Work:

City: Parker

CBR:

State: AZ Zip: 85344

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

OPINION THROUGH COMMISSIONER MAYES

Arizona Corporation Commission Feb 13, 2008  
Attention: Commissioner Kristin Mayes  
1200 W. Washington Street  
Phoenix, Arizona 85007

Dear Commissioner

I wish to add my name to the list of persons not wishing to participate in the under ground project at Hillcrest Bay.

This project has been pushed by a number of persons on homeowners to a limit. I had a member of the board stop by my house while I was cleaning up my yard and this person was very persistent about getting approval by me for this project, I needed to remind him several times I could not afford a such project.

I do not believe that home owners should be pushed into this project for many reasons such as.

1. Financial burden to home owners in a fixed income.
2. The fact that after years of paying for your property a lien has been placed by big corporations on your property for something that you did not want in the first place.
3. Existing poles should be kept up by utilities Co.

Respectfully Submitted,

Albert Nevares DOCKET # E-01345A-07-0663

# T-01846B-07-0663

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]  
[REDACTED]  
[REDACTED]  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered and consumer contacted on behalf of Commissioner Mayes.

\*End of Comments\*

Date Completed: 2/20/2008

Opinion No. 2008 - 66583\*

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**T-01846B-07-0663**

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

**Investigator:** Brad Morton

**Phone:** (602) 519-8888

**Fax:** (602) 519-8121

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 66582

**Date:** 2/20/2008

**Complaint Description:** 10A Construction - Costs  
N/A Not Applicable

**Complaint By:** **First:** Kathi **Last:** Bevans

**Account Name:** Kathi Bevans

**Home:** (602) 519-8888

**Street:** [REDACTED]

**Work:**

**City:** Parker

**CBR:**

**State:** AZ **Zip:** 85344

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

**Contact Phone:** (602) 000-0000

**Nature of Complaint:**

OPINION THROUGH COMMISSIONER MAYES

FEB. 12, 2008  
KATHI BE VAN

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION

ATTENTION: KRISTIN MAYES

1200 W WASHINGTON ST.

PHOENIX, ARIZONA 85007

RE; HILLCREST BAY UNDERGROUND UTILITIES PROPOSAL

DOCKET # E-01 345AM7M063 # T-01846B-07-0663

DEAR KRISTIN MAYES,

I AM A HOMEOWNER IN THE HILLCREST BAY COMMUNITY. I HAVE NEVER SUPPORTED THE UNDERGROUND UTILITIES PROPOSAL. I HAVE NO NEED FOR FURTHER ECONOMIC STRESS WITH THIS PROJECT. I AM NOT HINDERED IN MY VIEW OF THE LAKE OR MOUNTAINS BY ANY LINES I HAVE LIVED IN HILLCREST BAY SINCE 2000 AND MY RELATIVES WERE THERE AT THE FIRST STAGES OF ITS DEVELOPMENT. THRU THE YEARS THE ASSOCIATION HAS CHANGED FROM PEOPLE WHO WERE INTERESTED IN LIVING THERE TO PERSONS WHO ARE ONLY INTERESTED IN THE MONEY VALUE. WHEN I MOVED HERE THIS WAS A NICE AFFORDABLE PLACE TO SETTLE INTO FOR THE DURATION BUT DURING THE LAST FEW YEARS THE IDEALS HAVE CHANGED FROM BETTERING OURSELVES TO BETTERING SOME. I DO NOT WANT TO GO WITHOUT STREETLIGHTS. I DO NOT WANT MY STREETS RIPPED UP I WAS UNDER THE UNDERSTANDING THAT THE UTILITIES WERE ORIGINALLY SUPPOSED TO BE PUT UNDERGROUND. I WOULD THINK

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ALL THE MONEY THAT THE ASSOCIATION HAS SPENT ON ALL THESE SUPPOSED STUDIES (DONE BY BOARD MEMBERS & FRIENDS) COULD HAVE BEEN SPENT ON RESEARCHING THAT. INSTEAD WE HAVE HAD OUR ASSOCIATION DUES RAISED. SOME OF US THAT ARE ON A FIXED INCOME CAN NOT AFFORD THIS. I AM ALSO AWARE THAT A PENDING LIEN WAS PUT ON MY PROPERTY, WHY? WHEN THE DECISION HAS NOT BEEN MADE? I TRULY HOPE YOU WILL LOOK INTO THIS MATTER SOME THING IS NOT RIGHT WHEN WE ARE SUPPOSED TO PAY INDIVIDUALITY AND THEN ANOTHER MILLION LATER? BESIDES THE HARDSHIP IT WILL MEAN TO US ON A LIMITED INCOME THIS PROJECT IN MY OPINION HAS BEEN PORTRAYED MISLEADINGLY.  
THANKYOU,

KATHI BEVAN

[REDACTED]  
[REDACTED]  
PARKER, AZ. 85344  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion entered  
\*End of Comments\*

**Date Completed:** 2/20/2008

**Opinion No.** 2008 - 66582

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F 01345A-07-0663  
T 01846B-07-0663

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton      Phone: (602) 542-0000      Fax: (602) 542-0110

Priority: Respond Within Five Days

Opinion No. 2008 - 66580      Date: 2/20/2008

Complaint Description: 10A Construction - Costs  
N/A Not Applicable

Complaint By: First: Robert D.      Last: Strong

Account Name: Robert D. & Bonnie Strong      Home: [REDACTED]

Street: [REDACTED]      Work:

City: Parker      CBR:

State: AZ      Zip: 85344      is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment      Contact Phone: (602) 000-0000

Nature of Complaint:

OPINION THROUGH COMMISSIONER MAYES

February 14, 2008  
Arizona Corporation Commission  
Attn: Commissioner Kristin Mayes  
1200 W. Washington St.  
Phoenix, AZ 85007  
ACC Commissioners:  
Re: Docket #s E-01345A-07-0663 and T-01846B-07-0663

We are in favor of the Underground Utility Project for Hillcrest Bay, Parker, AZ, which has been developed professionally by APS and the Hillcrest Bay Homeowner's Association. This project will provide higher service reliability from APS and Verizon, that is needed, and give our community a real visual upgrade by removing the existing front and rear poles and lines.

In the last few years, volunteer work parties have renovated our front entryway with new decorator block walls, irrigation systems, lighting and a large stone entryway sign with additional plans for retaining walls and associated irrigation and lighting. After completion of the Underground Utility Project, the association will be able to resurface the streets within the park. With the above and continued upgrades, we feel all of the homeowners living in Hillcrest Bay will have a real sense of pride in their community. The Underground Project is key to this end.

Sincerely,  
Robert D. and Bonnie Strong  
[REDACTED]  
Parker, AZ 85344  
[REDACTED]  
[REDACTED]

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion entered and Mrs contacted and advised calling on behalf of Commissioner Mayes to acknowledge receipt of opinion.

\*End of Comments\*

**Date Completed: 2/20/2008**

**Opinion No. 2008 - 66580**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Commissioner Kristin Mayers  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion entered and left voicemail and advised calling on behalf of Commissioner Mayes to acknowledge receipt of opinion.

\*End of Comments\*

**Date Completed:** 2/20/2008

**Opinion No.** 2008 - 66581

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**DOCKET NO E 01345A-07-0663**  
**T-01846B-07-0663**

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

**Investigator:** Brad Morton

**Phone:** (██████████)

**Fax:** ██████████

**Priority:** Respond Within Five Days

**Opinion No. 2008 - 66574**

**Date:** 2/20/2008

**Complaint Description:** 10A Construction - Costs  
N/A Not Applicable

**Complaint By:** **First:** Jacqueline J. **Last:** Johnson

**Account Name:** Jacqueline J. Johnson

**Home:** ██████████

**Street:** ██████████

**Work:** ██████████

**City:** Parker

**CBR:**

**State:** AZ **Zip:** 85344

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

**Contact Phone:** (602) 000-0000

**Nature of Complaint:**

docket Nos E 01345A-07-0663 / T 01846B-07-0663

OPINION THROUGH COMMISSIONER MAYES

Jacqueline J. Johnson

██████████  
Parker AZ 85344

February 14 2008  
Arizona Corporation Commission

Docket Nos E01345AU70663 and T01846B-07-0663

Hillcrest Bay Mobile Manor L 119 APN: 310-32-119  
██████████ Dr. Parker, AZ 85344

Number one I am for this underground project although the price will be relatively hard for me I believe in the long run, it is a good idea. I am still concerned though of the cost being charged individuals from Verizon I feel they should shoulder some of the cost of the underground wire. Our service leaves much to be desired.

Number two; I would like to respond to the letter received by myself and other property owners in Hillcrest Bay this past week by Mr. Steve Benton. I would like to comment on some of the items he stated and address his statement that he had not heard of the end items associated with this project until a couple of months ago.

The property owners of Hillcrest Bay have had numerous meetings, both as Special Meetings and Annual Meetings, discussing this project over the past three (3) years or more. Minutes of these meetings, as well as newsletters, have been sent to all property owners over the course of that time. I do not believe Mr Benton has

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ever attended a homeowner's meeting since he purchased his property in August of 2001, and obviously has ignored correspondence sent him. Costs and estimates have been included in these correspondences.

Selling your home - I have heard comments to this statement, but in selling the home, those homeowners will be doing so at a price sometimes several times over what they purchased the home in the first place.

Square foot assessments- some of the costs Mr. benton listed as being excessive were for lots that were combined with other lots to create larger parcels, i.e. 56A, 118A, 216A. From my understanding the cost of this project to the property owner was based on two parts: square footage owned and hookup. Yes I feel that my neighbor who has two (2) lots should be charged more than I am with one (1) lot.

Street Lights- this has been addressed at two Annual Meetings that I know of and it comes down to "what do the property owners want to do". We can continue with street lights as we have them now, remove some of the lights or remove all of the lights. That has not been decided by the general population. The removal of the lights is not a done deal.

Water Service- First of all I am an employee and the "go to person" for Hillcrest Water Company. I do all the billings and help schedule maintenance service. Water breaks during construction have been addressed with contractors who potentially will do the digging. In the past couple of weeks I have spoken with the Corporation Commission regarding our plan for speedy and appropriate repairs.

Yes, some of us will have a hard time with the cost. I do know there are several people who live within Hillcrest who have volunteered to do electrical work for many of the homeowners who can't afford the cost of labor.

We will all have to try. It will be somewhat of a burden to some, some will step up, some will complain. There is never a 100% agreement in life. We are trying to better our community, help raise property values and offer a pleasant looking community for future residents and buyers. We need to come together as a community over this project- whichever way it goes.

Thank you for your time.

\*End of Complaint\*

**Utilities' Response:**

opinion entered

\*End of Response\*

**Investigator's Comments and Disposition:**

Called consumers work number but line busy, called home number and left voicemail advising her that her opinion has been docketed and I am calling on behalf of Commissioner Mayes.

\*End of Comments\*

**Date Completed: 2/20/2008**

**Opinion No. 2008 - 66574**

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**ARIZONA CORPORATION COMMISSION**  
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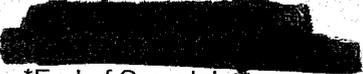
The Homeowner's Association has difficulty in collecting the annual association dues of \$200.00 from our elderly, fixed income residents and expect to impose a lien on each of our properties to fund this project.

I have at this time received 2 separate quotes on the cost I will be responsible for. The first in the amount of approx. \$4,300.00, the second is now for approx.\$6,400.00. This does not include the amount of cost necessary to bring direct to my home. I will also have to tear up my cement driveway and invest to have it poured again. I have a feeling that is only the beginning of my costs. How much property value will I gain for this expenditure????

I know from the experience of others that the installation time, inconvenience and costs estimated are never true to fact.

Again, I strongly oppose this project.

Kelli Smith

  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion entered and customer contacted on behalf of Commissioner Mayes.

\*End of Comments\*

**Date Completed: 2/20/2008**

**Opinion No. 2008 - 66599**

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**E01345A-07-0663**  
**T01846B-07-0663**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 66621

Date: 2/21/2008

Complaint Description: 10Z Construction - Other  
N/A Not Applicable

Complaint By: First: William E. Last: Horn

Account Name: William E. Horn

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Parker

CBR:

State: AZ Zip: 85344

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

OPINION THROUGH COMMISSIONER MAYES

2-13-08

Commissioner Kristin Mayes

We send our 13 copies over a month ago to ACC Docket Control  
Docket #'s E-01345A-07-0663  
T-01846B-07-0663

In our original letter we stated that we were opposed of this project and that if we had any signatures on petitions we would like them to be removed. I hope you have seen a copy of this. I can't find a copy from my files. Thank you for your concern in this matter. This project would be a great financial burden to us and many others. Also we have learned that APS & VERIZON have placed liens on all of our houses already. Is that proper procedure?

Thanks Again

William E. Horn  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Called consumer on behalf of Commissioner Mayes, No answer and no voicemail so a copy of docketed opinion has been mailed  
\*End of Comments\*

**Date Completed:** 2/21/2008

**Opinion No.** 2008 - 66621

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**F 01345A-07-0663**  
**T 01846B-07-0663**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 66620

Date: 2/21/2008

Complaint Description: 10Z Construction - Other  
N/A Not Applicable

Complaint By: First: Ann M. Last: Grossman

Account Name: Ann M. Grossman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: W. Covina

CBR:

State: CA Zip: 91790

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

OPINION THROUH COMMISSIONER MAYES

2-10-08

I am writing this letter in regards to the underground Utilities of Hillcrest Bay. I am against this project. The way the economy is and being on a fixed income it would be a big burden to many of us.

Thank you,  
Ann M Grossman

[REDACTED]  
[REDACTED]  
Ann M Grossman  
Docket # E01345A-0663  
T01846B-0663

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

called consumer on behalf of Commissioner Mayes and left voicemail confirming receipt of opinion and advised it has been docketed and left my name and telephone number.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 2/21/2008

Opinion No. 2008 - 66620

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E 01345A -07-0663

T 01846B - 07-0663

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 66629

Date: 2/21/2008

Complaint Description: 10Z Construction - Other  
N/A Not Applicable

Complaint By: First: Robert L. Last: Golish

Account Name: Robert L. Golish & Roberta A. Golish

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Parker

CBR:

State: AZ Zip: 85344

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

OPINION THROUGH COMMISSIONER MAYES

Docket Nos: E-01345A-07-0663 / T 01846B-07-0663

We, Robert L. Golish and Roberta A. Golish, are owners of the property located at [REDACTED]

We support the underground utilities project for our neighborhood, Hillcrest Bay. We think it will beautify our neighborhood, improve property values, and that the long-term benefits outweigh the costs and disruption that will accompany the work. We also believe that now is the time to do this, in part because some of the older poles and lines are going to have to start being replaced anyway. This project has been well discussed by affected parties, with many opportunities provided to ask questions and express opinions. We recognize that no project of this magnitude will ever satisfy everyone, but we believe that a valid majority has cast their votes, and it is time to stop discussing and start acting on this project. We strongly believe that the time will never be better than it is now to modernize the utilities for our community, and we encourage you to promptly approve this project.

Thank you for your consideration.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called Roberta on behalf of Commissioner Mayes and acknowledged receipt of their opinion and confirmed it has been docketed.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 2/21/2008

Opinion No. 2008 - 66629

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