

SW - 02519A - 06 - 0015



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

4700

Investigator: Alaina Braddy

Phone: [REDACTED]

2008 MAR 4 12:58 FAX: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL
Date: 3/3/2008

Opinion No. 2008 - 66850

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

Complaint By: First: Fred Last: Hofmann

Account Name: Fred Hofmann Home: (000) 000-0000

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: [REDACTED] Zip: [REDACTED] is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Email Received 2/29/2008
Docketed under SW-02519A-06-0015 on 3/7/2008

Arizona Corporation Commission

DOCKETED

MAR -7 2008

From: Fred Hofmann [REDACTED]
Sent: Thursday, February 28, 2008 6:48 PM
To: Utilities Div - Mailbox
Subject: Another Goof by the ACC

DOCKETED BY [REDACTED] *nr*

I received a letter today from the Arizona Water Company stating that my water bill will be increasing by around \$6.70 per month. This increase is due to the fact that the water company is not making the maximum profit allowed by the ACC, and therefore they requested a rate increase using the name of surcharge instead of calling it what it is, a rate increase.

Utilities are the only business I can think of that is guaranteed, yes I said guaranteed, a profit. The Arizona Corporate Commission, when created, allows certain business' to be guaranteed a profit over expenses. All other business' must fight for every dollar and hope to make a effective profit. Why?

We are constantly being pressured to conserve. Conserve water, electricity, and natural gas, and when we do we are required to pay more for what we do receive because the companies do not make the guaranteed profit allowed by the ACC. It's a no win situation for the consumer. I might as well use all I can and not have to pay more for less. At least I will be paying for what I am using. Another thorn in my backside.

I guess the final meeting of appeal for the rate increase allowed by the ACC to the Gold Canyon Sewer Company will be held on March 31. Looking at the track record of the ACC, I do not expect to see anything change in that decision. The consumer will pay for something they never asked for, wanted, or needed.

I believe the name of the commission, Arizona Corporate Commission, is a proper name for what it does. It looks out for corporate interests and sticks it to the consumer. I truly believe we, the consumer, would be better off with out the ACC and all our utility bills would be a lot less than they are now and will be in the future.

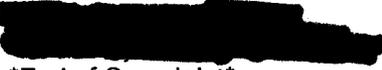
Speaking of the future, you had better watch out for your future as I feel there is a large movement afoot to clean house. We need more people on the commission looking out for the interest of the consumer and not big

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business. There is only one commissioner I feel that is looking out for the consumer, and she is thinking about leaving the commission and going into national politics. She is the smart one.

Yours, respectfully,
Fred Hofmann


End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Emailed to customer 3/3/2008

Dear Fred Hoffmann:

Your letter regarding the Gold Canyon Sewer Company (GCSC) 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 GCSC 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.

Sincerely,

Alaina Braddy
Public Utilities Analyst
Utilities Division

End of Comments

Date Completed: 3/3/2008

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