

# W.01865A.07.0384  
# W.01865A.07.0385

ORIGINAL



0000083438

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67308

Date: 3/26/2008

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

Complaint By: Terry and Anna Marie Hammon

Account Name: Terry and Anna Marie Hammon

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Groom Creek Water Users Association

Division: Water

Arizona Corporation Commission

Contact Name: [REDACTED]

DOCKETED Contact Phone: [REDACTED]

Nature of Complaint:

MAR 31 2008

Email Received - OPINION - IN FAVOR:

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

DOCKETED BY [REDACTED] NR

RECEIVED  
2008 MAR 31 P 2:49  
AZ CORP COMMISSION  
DOCKET CONTROL

From: Tamhamn1@aol.com [REDACTED]  
Sent: Monday, March 24, 2008 9:10 PM  
To: Utilities Div - Mailbox [REDACTED]  
Cc: [REDACTED]  
Subject: Groom Creek Water Users Association, Prescott, Arizona

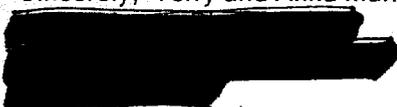
This e-mail is in reference to Groom Creek Water Users Association, Prescott, AZ Docket No: W-01865A-07-0385 and W-01865A-07-0384.  
On September 21, 2007, we e-mailed the Arizona Corporation Commission and voiced our opposition to the rate increase presented to the Commission. Since then, we have had some serious problems with two major leaks in the pipes. One is currently being studied.  
In wake of these major problems, it is evident that the only way we will be able to solve the problem is to have a rate increase. Therefore, we are rescinding our former vote against the increase. At this time we ask that the Commission APPROVES the water base rate increase to \$42.00 per month. the ACC Staff's proposed rate of \$22.50 per month is not adequate to meet our present and certainly not acceptable to help us meet our future needs.  
It should be noted that not only will the increase make possible the critically needed upgrades, but the addition of fire hydrants which will provide badly needed fire protection for a community which is at extreme risk for wildfire devastation.  
Finally, we wish to point out that, Yavapai County is now prepared to pave several dirt streets in the Groom Creek community. The county has graciously delayed the project to accommodate water system improvements. The risk of funds becoming unavailable increases with each passing day, as costs continue to increase.

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

---

PLEASE RECONSIDER foregoing the \$22.50 increase and DO PASS our proposed base rate increase of \$42.00 as soon as possible.

Sincerely, Terry and Anna Marie Hammon,

  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

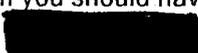
Email to Customer:

RE: Groom Creek Water Users Association  
Docket No: W-01865A-07-0385 and W-01865A-07-0384

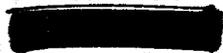
Dear Terry and Anna Marie Hammon:

Your email dated March 24, 2008, regarding the Groom Creek Users Association ("Groom Creek") rate application sent to the Arizona Corporation Commission ("Commission") has been received and will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Groom Creek application.

Concerns raised from customers assist the Commission during 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed application. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at 

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  


CLOSED

\*End of Comments\*

**Date Completed: 3/26/2008**

**Opinion No. 2008 - 67308**