

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

ORIGINAL



0000083698

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67522

Date: 4/2/2008

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

RECEIVED
09 APR - 7 A 9:42
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Complaint By: First: Ray

Last: Schwab

Account Name: Ray Schwab

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

Arizona Corporation Commission

State: [REDACTED] Zip: [REDACTED]

is:

DOCKETED

Utility Company: Groom Creek Water Users Association

APR - 7 2008

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

DOCKETED BY [Signature]

Nature of Complaint:

04/02/2008-IF FAVOR OF RATE CASE---- DOCKET NO. W-01865A-07-0385

This customer says that he purchased property in the area about a year ago. Customer says that he is a landscaper and that he has seen the water lines. Customer feels that everything in the sytem needs to be upgraded. Customer feels that the utility does a great job at keeping the pricing thin for the customers, but they need to apply some of the money back into the system. Customer says that he would rather pay for this upgrade now then risk not having water in the future.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/02/2008- FILED RATE CASE IN FAVOR OF OPINION UNDER DOCKET NO. W-01865A-07-0385

04/02/2008- I explained to the customer that:

Your opinion 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 Groom Creek Water Users Association application.

The concerns raised in the comments 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

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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 toll free at (800) 222-7000.

The customer was very happy with this information and thanked the Commission for their time.

End of Comments

Date Completed: 4/2/2008

Opinion No. 2008 - 67522

Substantiated/Un-Substantiated not yet determined

Notes: