

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

ORIGINAL



0000084150

ARIZONA CORPORATION COMMISS...  
UTILITY COMPLAINT FORM

47

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67825

Date: 4/11/2008

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

Complaint By: First: Esther T

Last: Rhodes

Account Name: Esther T Rhodes

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED] Zip: [REDACTED]

is:

RECEIVED  
2008 APR 11 A 10:15  
AZ CORP COMMISSION  
DOCKET CONTROL

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/11/2008-CORRESPONDENCE RECEIVED- OPINION IN-FAVOR

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.  
Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Additional Comments: Would be in favor of a compromise of something in-between.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

04/11/2008-SUBMITTED TO DOCKET NUMBERS: W-01865A-07-0385 and W-01865A-07-0384

04/11/2008-Mailed customer letter:

April 11, 2008

Arizona Corporation Commission  
DOCKETED

APR 14 2008

DOCKETED BY [REDACTED] NR

10/15/08

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

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RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Esther T Rhodes,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Greg Freeman  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2008 - 67825**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67824

Date: 4/11/2008

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

Complaint By: First: Terry and Anna Marie Last: Hammon

Account Name: Terry and Anna Marie Hammon

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED] Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/11/2008-CORRESPONDENCE RECEIVED- OPINION IN-FAVOR

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Additional Comments: We strongly request your positive consideration and approval of this critical rate increase.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

04/11/2008-SUBMITTED TO DOCKET NUMBERS: W-01865A-07-0385 and W-01865A-07-03843

04/11/2008-Mailed customer letter:

April 11, 2008

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

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RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Terry and Anna Marie Hammon,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Greg Freeman  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2008 - 67824**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67823

Date: 4/11/2008

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

Complaint By: First: Sherman and Last: Sarilyn Fogel

Account Name: Sherman and Sarilyn Fogel

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/11/2008-CORRESPONDENCE RECEIVED- OPINION IN-FAVOR

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

04/11/2008-SUBMITTED TO DOCKET NUMBERS: W-01865A-07-0385 and W-01865A-07-03843

04/11/2008-Mailed customer letter:

April 11, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

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

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Dear Sherman and Sarilyn Fogel,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Greg Freeman  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2008 - 67823**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67828

Date: 4/11/2008

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

Complaint By: First: Bruce A Last: Mallin

Account Name: Bruce A. Mallin

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/11/2008-CORRESPONDENCE RECEIVED- OPINION IN-FAVOR

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Additional Comments: "Our property has been in our family for more that 40 years. We have an abiding interest in maintaining a quality water supply for the area which would avoid further problems with leaks, broken mains, and possible fire needs. There are GOOD reasons for accepting the plan of the new board of directors of the Groom Creek Water Users Association rather than that of the ACC staff. The staff cannot be expected to have the level of personal interest in the project that the local resident possess."

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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04/11/2008-SUBMITTED TO DOCKET NUMBERS: W-01865A-07-0385 and W-01865A-07-03843

04/11/2008-Mailed customer letter:

April 11, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Bruce A. Mallin,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Greg Freeman  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2008 - 67828**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67827

Date: 4/11/2008

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

Complaint By: First: Dave and Merrilee Last: Boysun

Account Name: Dave and Merilee Boysun

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/11/2008-CORRESPONDENCE RECEIVED- OPINION IN-FAVOR

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Additional Comments: We are in 100% agreement for the proposed rate increase (Water) in our community of Groom Creek.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

04/11/2008-SUBMITTED TO DOCKET NUMBERS: W-01865A-07-0385 and W-01865A-07-03843

04/11/2008-Mailed customer letter:

April 11, 2008

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

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RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Dave and Merilee Boysun,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Greg Freeman  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2008 - 67827**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67757

Date: 4/10/2008

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

First:

Last:

Complaint By: Jerry D. and Marylou Hodgson

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/3/08

Additional Comments:

Our system is old and needs to be replaced. We can't replace it without an increase in the base rate as proposed by the Board of Directors.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

April 10, 2008 Letter mailed to customer:

April 10, 2008

  
RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Jerry Hodgson & Marylou Hodgson:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

**Date Completed:** 4/10/2008

**Opinion No.** 2008 - 67757

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 67762

Date: 4/10/2008

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

Complaint By:      First: Ann      Last: Reynolds

Account Name: [REDACTED]      Home: (000) 000-0000

Street: [REDACTED]      Work:

City: [REDACTED]      CBR:

State: AZ      Zip: [REDACTED]      is:

Utility Company: Groom Creek Water Users Association

Division: Water

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

Nature of Complaint:

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

\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/3/08

Additional Comments:

The \$42 increase is warranted because (1) we haven't had a rate increase to keep up with inflation in many years and (2) The pipes in our system are over 50 years old and need to be replaced before the County paves the roads.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

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

ARIZONA CORPORATION COMMISSION

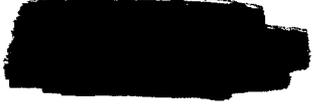
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

April 10, 2008 Letter mailed to customer:

April 10, 2008



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Ann Reynolds:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

**Date Completed:** 4/10/2008

**Opinion No.** 2008 - 67762

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

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N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

April 10,2008 Letter mailed to customer:

April 10, 2008

  
RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Harold D. Clemit:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

**Date Completed: 4/10/2008**

**Opinion No. 2008 - 67763**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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April 10, 2008 Letter mailed to customer:

April 10, 2008



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Peter L. Rizzo & Melody S. Rizzo:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

Date Completed: 4/10/2008

Opinion No. 2008 - 67751

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67755

Date: 4/10/2008

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

First:

Last:

Complaint By: Carol & Herschel Powell

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, I am writing to state we are definitely not in favor of the \$42.00 per month rate increase. However we could accept your proposal of \$22.50 increase. Their reasons for wanted such a large increase is not necessary. As a previous officer of the water board I am well aware of the monthly needs and cost to plan and organize the costs involved running the Groom Creek Water Users, as a senior citizen living on a fixed income along with the majority of home owners in Groom Creek this \$42.00 increase is unacceptable and would be a hardship.

Thank you

Sincerely,

Carol Lynn and Herschel Powell

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

April 10, 2008 Letter mailed to customer:

April 10, 2008  
[REDACTED]

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]  
RE: GROOM CREEK WATER USERS ASSOCIATION  
[REDACTED]

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

Date Completed: 4/10/2008

Opinion No. 2008 - 67755

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67761

Date: 4/10/2008

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

Complaint By: First: **Bette** Last: **Schultz**

Account Name: [REDACTED] Home: (000) 000-0000

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: **Groom Creek Water Users Association**

Division: Water

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

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/7/08

Additional Comments:

Clearly we do need a rate increase to accomplish the replacement of existing water line. If we are not able to be approved of \$42 per mo base rate, maybe we could be bumped to at least \$35 this ultimately will be a cost saver.

\*End of Complaint\*

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

April 10, 2008 Letter mailed to customer:

April 10, 2008



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Bette Schultz:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

**Date Completed: 4/10/2008**

**Opinion No. 2008 - 67761**

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