

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

ORIGINAL



0000084779

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67778

Date: 4/10/2008

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

Complaint By: First: William

Last: Gowland

Account Name: William Gowland

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

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.

Printed Name(s): William Gowland

Address: [REDACTED]

Signature(s):

Date: 4/8/08

Additional Comments:

I have been told by those that handle the figures, that the \$42.00 plan is the better of the two, in the long term, and will save higher costs later. While I don't NEED my water bill to TRIPLE, I'd prefer to do the smart thing, and bite the bullit NOW. Please look upon this as a MEMBER would.

Thank You  
Mr. Gowland  
\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission  
DOCKETED

MAY - 5 2008

DOCKETED BY [REDACTED] NR

RECEIVED  
MAY - 6 P 2:08  
ARIZONA CORPORATION COMMISSION  
DIRECTOR CONTROL

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

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**Investigator's Comments and Disposition:**

sent the following correspondence to consumer:

April 10, 2008

Mr. William Gowland  


RE: GROOM CREEK WATER USERS ASSOCIATION  
DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. Gowland:

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,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384

\*End of Comments\*

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

**Opinion No. 2008 - 67778**

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

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4/10/08 there is no telephone number or a complete return address to communicate with this consumer. Closed  
filed in docket no. W-01865A-07-0385 and W-01865A-07-0384  
\*End of Comments\*

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

**Opinion No. 2008 - 67781**

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

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

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2008 67787

**Date:** 4/10/2008

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

**Complaint By:** **First:** Robert **Last:** Heltemes

**Account Name:** Robert Heltemes

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** [REDACTED]

**CBR:**

**State:** [REDACTED]

**Zip:** [REDACTED]

**is:**

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

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

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.

Printed Name(s): Robert Heltemes

Address: [REDACTED]

Signature(s): [REDACTED]

Date: 7 APR 08

Additional Comments:

I live in Las Vegas, but have a place at [REDACTED] d. Which we use as a vacation home.

\*End of Complaint\*

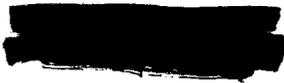
**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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April 10, 2008

Mr. Robert Heltemes  


RE: GROOM CREEK WATER USERS ASSOCIATION  
DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. Heltemes;

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.

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Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384  
\*End of Comments\*

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

**Opinion No. 2008 - 67787**

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W-01865A-07-0385

W-01865A-07-0384

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 68377**

**Date:** 5/6/2008

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

**Complaint By:** **First:** Adam **Last:** Kipnes

**Account Name:** Adam Kipnes

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Prescott

**CBR:**

**State:** AZ **Zip:** 86303

**is:**

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

**Division:** Water

**Contact Name:** Jerry Hodgson

**Contact Phone:** [REDACTED]

#### **Nature of Complaint:**

Customer sent the following correspondence -

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 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.

\*End of Complaint\*

#### **Utilities' Response:**

#### **Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. Kipnes:

Your comments 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 Company application.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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The concerns raised in letters, e-mails and phone calls 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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 5/6/2008

Opinion No. 2008 - 68377

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 68376 Date: 5/6/2008**

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

**Complaint By:** **First:** Catherine **Last:** Iannone

**Account Name:** Catherine Iannone **Home:** (000) 000-0000

**Street:** [REDACTED] **Work:**

**City:** Phoenix **CBR:**

**State:** AZ **Zip:** 85053 **is:**

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

**Division:** Water

**Contact Name:** Jerry Hodgson **Contact Phone:** [REDACTED]

**Nature of Complaint:**

Customer sent the following correspondence -

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 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.

I own a cabin in Groom Creek along with my siblings. We back the proposed increase. The upgrades are sorely needed.

Catherine Iannone  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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Responded with the following -

Dear Ms. Iannone:

Your comments 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 Company application.

The concerns raised in letters, e-mails and phone calls 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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 5/6/2008**

**Opinion No. 2008 - 68376**

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