

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

**ORIGINAL**



0000084780

**ARIZONA CORPORATION COMMIS**

**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): [REDACTED]  
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  
AZ CORP COMMISSION  
DOCKET CONTROL  
2008 MAY - 6 P 2: 08

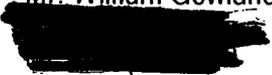
**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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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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W-01865A-01-0383  
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 67781

**Date:** 4/10/2008

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

**Complaint By:** **First:** Chris **Last:** Starr

**Account Name:** Chris Starr

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

**Street:** [REDACTED]

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

**City:** n/a

**CBR:**

**State:** AZ **Zip:** 00000

**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): Chris Starr

Address: [REDACTED]

Signature(s):

Date: 4/7/08

**Additional Comments:**

How can we rebuild our ancient water pipe system without the money to do so. We need to replace the lines before it's too late. Money we can get from the bank but we can only get water from our faucet... that is if it's there and not leaking down the road.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**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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**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.

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 - 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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