

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

ORIGINAL



0000086194

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70089

Date: 7/21/2008

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

Complaint By: First: Patrick & Joey Last: Gregory

Account Name: Patrick & Joey Gregory

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: [REDACTED]

is:

RECEIVED
2008 JUL 24 A 9:48
AZ CORP COMMISSION
DOCKET CONTROL

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Arizona Corporation Commission

Contact Phone: [REDACTED]

DOCKETED

Nature of Complaint:

JUL 24 2008

Received the following customer e-mail:

July 17, 2008

DOCKETED BY [Signature]

Docket #W-01865A-07-0385 ET AL

This letter is written to express our great shock and sincere concern over the proposed rates for the Groom Creek Water Users Association. We own 2 properties in Groom Creek, one property uses a relatively low amount of water and one property uses more. This past weekend, our board members told us that it was "out of our hands" as to the proposed rates being approved by the commission, so we are pleading with you to consider the following information in making your final decision.

*We are NOT bashing our water board members as they are our neighbors and some our friends. The board has put in many long hours and we appreciate it, however, we feel that many of the board members have been much too zealous in this matter.

*While most of the Groom Creek community understands, as we do, the need to increase our water rates in order to upgrade some of our water pipes and equipment, most members, including us, are NOT in agreement with some of the board members decisions or with the astronomical water rate increase that has been proposed.

*All property owners were mailed, by the board, a preprinted letter (and stamped envelope) which we were asked to sign and send to the commission in May if we were in agreement with the then proposed rates. It has been reported that of the 60+ letters the commission received that 40 some agreed with the rate increase and 20 some were against it. This was NOT a sampling of our community, but a back door way to get approval letters sent to the commission. We, and MANY of us, did not return the letter since it clearly stated to return them only if we approved, which we did not.. So, the "results" of this mailing should be seen as only 40+, out of 228 property owners of the Groom Creek community agreed with the rate increase.

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Investigator's Comments and Disposition:

I called the customer @ 7:45am and acknowledged his letter. Advised his letter would be noted as a permanent record in this rate application and expressed appreciation for taking the time to express his opinion in this matter. E-mailed to Lupe @ ACC's Phoenix office @ 8:00am to have this OPINION docketed under Docket No.W-01865A-07-0385. File closed.

End of Comments

Date Completed: 7/21/2008

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