

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



ARIZONA CORPORATION COMMIS

ORIGINAL

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

2008 JUL 17 P 3:04

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Opinion No. 2008 70049

Date: 7/17/2008

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

Complaint By: First: Barbara and Kal Last: Miller

Account Name: Barbara and Kal Miller 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:

**** W-01865A-07-0385 ****

Customer sent the following e-mail -

Groom Creek Water Users Association
Docket No. W-01865A-07-0385
Rate Increase

The ACC came out recently with a new rate increase that differed from what the Groom Creek Water Users Association Board of Directors had requested. It raised our monthly rate to \$ 50.00/month and that did not include any water usage. It was a shock to see what the ACC proposed. As a homeowner in the Groom Creek area, I am not happy with having to pay more and will certainly take a closer look at our water usage to see where we can conserve. I understand the need for a new system and know that if our old system is not replaced soon, it will end of costing the association more, so I am in favor of the new rates proposed by the ACC.

Sincerely,

Barbara and Kal Miller
[REDACTED]
Prescott
End of Complaint

Arizona Corporation Commission

DOCKETED

JUL 17 2008

Utilities' Response:

DOCKETED BY [Signature]

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded to customer with the following e-mail -

Mr. and Mrs. Miller -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 7/17/2008

Opinion No. 2008 - 70049

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 70050

Date: 7/17/2008

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

Complaint By: **First:** Michael & Donna **Last:** Hughes

Account Name: Michael & Donna Hughes

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Groom Creek

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:

***** W-01865A-07-0385 *****

Customer sent the following correspondence -

Dear Hearing Board,

We are part-time residents in Groom Creek and we understand the difficult situation the Water Users Association is in. We assume that the Corp. Commission is recommending an additional rate increase of 275% over 2006 revenues to assist the Association in managing the improvements and future water infrastructure needs. If this increase is approved we ask that Groom Creek Water Users Association (GCWUA) be committed to managing the system as effectively as possible and to not repeat the poor performance of the past Association. This means prudent fiscal management as well as sound forecasting regarding future water availability access. While an increase of \$36 per month for the minimum charge is significant, we realize this must be done to properly address the issues. However, we expect GCWUA to manage this process effectively as to avoid returning to the ACC requesting another rate hike a few years from now.

Change and growth can be difficult, and sometimes costly, but an updated water infrastructure and paved roads have the potential of increasing property values for all Groom Creek residents.

Thank you.
Michael & Donna Hughes
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following -

Mr. and Mrs. Hughes -

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Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 7/17/2008

Opinion No. 2008 - 70050
