

W-02105A-08-0262



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 70512

Date: 8/7/2008

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

Complaint By: First: Howard Last: Mac Dougall

Account Name: Howard Mac Dougall

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Dolan Springs

CBR: [REDACTED]

State: AZ Zip: 86441

is: [REDACTED]

Utility Company: Mount Tipton Water Co., Inc.

Division: Water

Contact Name: Julie Travis

Contact Phone: [REDACTED]

Nature of Complaint:

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Customer sent the following -

We would not object to a rate increase, providing the funds were placed into an Escrow Account which could ONLY be used to provide new equipment/repairs to the water system. These funds should not be placed in a general funds account.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following -

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 e-mail regarding the Mt. Tipton Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission in Docket No. W-2105A-08-0262 to be made part of the record. The Commissioners will be able to review your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's 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

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Arizona Corporation Commission  
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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 contact me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 8/7/2008**

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