

W. 02113A-07-0551



ORIGINAL

ARIZONA CORPORATION COMMISSION RECEIVED  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

2008 AUG 29 11:45

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2008 71038

Date: 8/27/2008

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

First:

Last:

Complaint By: Jon Rex

Account Name: Jon Rex

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: Cellular

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/27

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, AZ 85007

RE: Docket Number W-02113A-07-0551

I have tried to email a response to this issue at

<http://www.azcc.gov/divisions/utilities/forms/publiccomment.pdf> and it comes back as "invalid realm for this member, consequently I hope this letter will be valid for my comments.

As a residential property owner in Fountain Hills and customer of "Chaparral City", I object to this outlandish average 36.5% rate increase. This request is absolutely unconscionable.

I understand the need for periodic rate increases but not of this magnitude. Although a 10% increase would be quite high, I believe a 10% per year increase over the next four years would be much more manageable for most families

Sincerely,  
Jon R. Rex

[REDACTED]

Fountain Hills, AZ 85268

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission  
DOCKETED

AUG 29 2008

DOCKETED BY [Signature]

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

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8/27  
August 27, 2008

RE: CHAPARRAL CITY WATER CO.

Dear Mr. Rex:

Your letter regarding the Chaparral City Water Co. ("CCW") 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 APS 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 [REDACTED] or in-state toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Consumer Service Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/27/2008**

**Opinion No. 2008 - 71038**

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