



ORIGINAL

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

4710

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71104

Date: 8/29/2008

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

Complaint By: First: Mark & Karen Last: Webster

Account Name: Mark & Karen Webster

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

RECEIVED
2008 SEP - 2 P 12:51
AZ CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: Chaparral City Water Company

Division: Water

Arizona Corporation Commission

Contact Name: [REDACTED]

DOCKETED

Contact Phone: [REDACTED]

Nature of Complaint:

SEP - 2 2008

W-02113A-07-0551

DOCKETED BY [Signature]

I received the following correspondence:

We oppose this \$ 3.06 million (41.14%) increase in revenues that Chaparral City Water is proposing. This would reflect a 36% or greater increase for the average consumer. An outrageous increase as this does not seem justifiable, and perhaps focus needs to be on management and other cost containment efforts.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customers @ 1334 hours and left a voice mail message acknowledging their ACC Public Comment Form dated 8-20-08 expressing opposition to Chaparral City Water Company's proposed rate application. I told them that their Opinion would be docketed so the Commissioners would have an opportunity to read their comments/concerns before rendering their decision (W-02113A-07-0551). CLOSED.

8/29

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 8/29/2008

Opinion No. 2008 - 71104

W.02113A, 07-0551

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Investigator: Guadalupe Ortiz Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70875 Date: 8/20/2008

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

Complaint By: William Parks
First: William Last: Parks

Account Name: William Parks Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: [REDACTED]

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE (OPINION OPPOSED):

RE: Docket No.W-02113A-07-0551

From: Bill Parks [REDACTED]
Sent: Tuesday, August 19, 2008 1:57 PM
To: Mayes-WebEmail
Cc: Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web
Subject: Chaparral Cty Wtr Co. Increase

RE: DOCKET # W-02113A-07-0551 APPLICATION FOR RATE INCREASE OF CHAPARRAL CITY WATER COMPANY

Dear Commissioners Kristin Mayes, William Mundell, Mike Gleason, Jeff Hatch-Miller and Gary Pierce;

I received notice of a public hearing on behalf of Chaparral City Water Co. to discuss a 41.41% revenue rate increase or 36.45% residential homeowner rate increase.
I go on record here to object to this increase. While I am sure all of you are in tune to today's financial ills and are quite aware that any rate increase by any municipality at anytime is met with disdain, this rate increase may be the largest I have heard of and comes at a very tough time for all individuals.

I have been unemployed from the housing industry for two years and the stingy unemployment benefits from the State of Arizona ran out many months ago. I do not get government assistance, do not have union or government pension or any other form of income except for a small amount from mutual fund investments. After huge health insurance premiums and rate increases from SRP, Cox, Qwest and the lot of them I find it hard to stomach a 36.45% increase in my water bill.
In addition, we help out our daughter and her four children with their rent. Every increase in utility rates affects

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us from both sides. If this huge increase is passed it will not just raise my water bill but the landlord will raise her rates and guess where that money will come from?

I can imagine how convincing Chaparral will sound when they present their argument in favor of the increase too you but as you all sit in that meeting please remember me, my family and all the other families who will be severely pinched by this increase.

Sincerely,

William Parks
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/20/2008 - Email to Customer:

Dear William Parks,

Your email dated August 19, 2008 regarding the Chaparral City Water Company ("Chaparral City") rate case sent to Chairman Gleason's office and copies to Commissioner Mayes, Mundell, Hatch-Miller and Pierce has been assigned to me for further handling. A opinion on your behalf 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 take your comments into consideration before a decision is rendered in the Chaparral City 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.

Commission 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 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 8/20/2008

Opinion No. 2008 - 70875
