

W-03443A-08-0313



ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED
2008 SEP - 8 10:42
DOCKET CONTROL

4700

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

Priority: Respond Within Five Days

Opinion No. 2008 - 71251 Date: 9/5/2008

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

Complaint By: Randall and Laura LeBlonde

Account Name: Randall and Laura LeBlonde Home: [REDACTED]
Street: [REDACTED] Work: Arizona Corporation Commission
City: Chino Valley CBR: DOCKETED
State: AZ Zip: [REDACTED] is: SEP - 8 2008

Utility Company: Appaloosa Water Company

Division: Water

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

DOCKETED BY [Signature]

Nature of Complaint:

Docket No. W-03443A-08-0313

Customer is strongly opposed to Appaloosa's request for a 100% increase in its rates. Per customer, the owner of Appaloosa was well aware of the system problems prior to the purchase of the water company, therefore should be responsible for paying the cost of any necessary repairs, replacements or improvements.

Customer explained that he many years of experience as a business owner and never in his time as a business owner made any of his customers responsible for the cost of his company's maintenance and/or upgrades.

The majority of the residents in this area are on a fixed income and would not be capable of paying higher rates for service

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised the customer that I would file an opinion with the Docket Control Center of the Commission on his behalf and make it part of the record. I explained that the Commission will take his comments and concerns into consideration before a decision is rendered in the Appaloosa rate case.

I assured the customer that concerns raised by customers assist the Commission within 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 both, 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.

Lastly, I thanked the customer for the time he has taken to express his comments and concerns on the proposed

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rate case, and welcomed him to call me if he has further questions or concerns. CLOSED
End of Comments

Date Completed: 9/5/2008

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