

#W.02113A-07-0551



0000088469

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71123 Date: 9/2/2008

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

Complaint By: First: Richard B. Last: Brooks
Account Name: Richard B. Brooks Home: [REDACTED]
Street: [REDACTED] Work:
City: Fountain Hills CBR: [REDACTED]
State: AZ Zip: [REDACTED] is: E-Mail

Utility Company: Chaparral City Water Company
Division: Water
Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

This community is being held hostage by a foreign utility who cares nothing about our town or its citizens. Their current prices are already high for water per gallon for a small town like Fountain Hills. Giving this utility a 41.14 Percent increase, during these difficult economic times would be UNCONSCIONABLE!

End of Complaint

Utilities' Response:

na
End of Response

Arizona Corporation Commission
DOCKETED

SEP - 8 2008

Investigator's Comments and Disposition:

I replied with the following email:

September 02, 2008

DOCKETED BY [Signature]

Richard B. Brooks
[REDACTED]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 SEP - 8 10: 37

RE: CHAPARRAL CITY WATER COMPANY
DOCKET NO. W-02113A-07-0551

RECEIVED

Dear Richard B. Brooks:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your correspondence regarding the Chaparral City Water Company ("Chaparral City") 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 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.

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) 535-0148.

Sincerely,

Richard Martinez
Public Utility Consumer Analyst II
Utilities Division

9/02 E-mailed Lupe Ortiz @ 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: 9/2/2008

Opinion No. 2008 - 71123

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 71242

Date: 9/5/2008

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

First:

Last:

Complaint By:

Jim

Kelsey

Account Name:

Jim Kelsey

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fountain Hills

CBR:

State:

AZ

Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division:

Water

Contact Name:

For assignment

Contact Phone: n/a

Nature of Complaint:

***** W-02113A-07-0551 *****

Customer sent the following correspondence -

Arizona Corporation Commission
RE: Docket # W-02113A-07-0551
Chaparral City Water Co.
December 8, 2008

These people do not seem to operate in the most efficient manner. They should find ways to cut cost, before they raise prices., (The Quick Fix).

Please do not allow them to simply increase prices to their customers.

Perhaps it is time to allow competition into the Fountain Hills area.

Sincerely,

Jim Kelsey

[REDACTED]
Fountain Hills, AZ. 85268

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sent the following response -

Mr. Jim Kelsey

[REDACTED]
Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY, INC.
DOCKET NO. W-02113A-07-0551

Dear Mr. Kelsey:

Your comments regarding the Chaparral City Water Company 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]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 9/5/2008

Opinion No. 2008 - 71242
