

W-02113A-07-0551



4760

**ORIGINAL** ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Reg Lopez **Phone:** 7800 SEP 26 1 P 3: 19 **Fax:**

**Priority:** Respond Within Five Days  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Opinion** **No.** 2008 - 71719 **Date:** 9/26/2008

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

**Complaint By:** **First:** Mary **Last:** Durante  
**Account Name:** Mary Durante **Home:** (000) 000-0000  
**Street:** **Work:**  
**City:** Fountain Hills **CBR:**  
**State:** AZ **Zip:** **is:** E-Mail

**Utility Company:** Chaparral City Water Company  
**Division:** Water **Contact Phone:** ( )  
**Contact Name:**

**Nature of Complaint:**  
Received the following customer e-mail dated 9-25-08:  
  
From: Mary Durante [ ]  
Sent: Thursday, September 25, 2008 2:19 PM  
To: Utilities Div - Mailbox  
Subject: Water rate increase

Thins are bad enough for consumers right now and such an exorbitant increase is excessive and will be a hardship for may of us. A 3% increase would be much more reasonable.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**  
I replied back to the customer with the following e-mail.

Re: Chaparral City Water Company  
Docket No. W-02113A-07-0551

Arizona Corporation Commission  
DOCKETED  
SEP 26 2008

DOCKETED BY [Signature]

Dear Ms. Durante::

This is to acknowledge your e-mail dated September 25, 2008, regarding the Chaparral City Water Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

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Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's 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 contact me via e-mail or by telephone at 1

Sincerely,

Reg Lopez  
Public Utilities Consumer Analyst II  
Utilities Division

9-26 E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company, docket No. W-02113A-07-0551. File closed.  
\*End of Comments\*

**Date Completed: 9/26/2008**

**Opinion No. 2008 - 71719**

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