

#W.02113A.07.0551



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ORIGINAL

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71725

Date: 9/26/2008

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

Complaint By: First: Pam Last: Small

Account Name: Pam Small

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Fountain Hills

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:

EMAIL RECEIVED (OPINION OPPOSED):

Docket No. W-02113A-07-0551

Pam Small
[REDACTED]

9-24-08

Utility Rate Increase - Docket No. W-02113A-07-0551
Chaparral City Water Co.

A 41% rate increase at any time is outrageous, but now with our troubling economic times, it is totally unacceptable.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

9/26/2008 - Email to Customer:

September 26, 2008

RE: Chaparral City Water Company

RECEIVED
2008 OCT - 2 A 11: 00
AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

OCT - 9 2008

DOCKETED [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket No. W-02113A-07-0551

Dear Pam Small,

Your email dated, September 24, 2008 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") for approval of an increase in rates has been received. An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at 602-542-2406 or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


CLOSED
End of Comments

Date Completed: 9/26/2008

Opinion No. 2008 - 71725

#W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71776

Date: 9/29/2008

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

Complaint By: First: Steven Last: Goldberg

Account Name: 60063575

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

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 is to let you know that I am not in favor of a 41% increase in the water bill which has been proposed.
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

Emailed the following reply:

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

Dear Mr. Steven Goldberg,

Your correspondence 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 800-535-0148. .

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

9-29 E-mailed Guadalupe Ortiz @ 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: 9/29/2008

Opinion No. 2008 - 71776

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71797

Date: 9/30/2008

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

Complaint By: First: Mary Last: Durante

Account Name: Mary Durante

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

Things are bad for consumers right now and such an exorbitant increase is excessive and will be a hardship for many of us. A 3% increase would be much more reasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Replied with the following email:

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

Dear Ms. Mary Durante:

Your correspondence 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 800-535-0148.

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

9-30 E-mailed Guadalupe Ortiz @ 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: 9/30/2008

Opinion No. 2008 - 71797
