



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

RECEIVED

4700

Investigator: Deb Reagan

Phone: [Redacted] Fax: [Redacted]

Priority: Respond Within Five Days

2008 OCT - 7
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2008 71949

Date: 10/6/2008

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

Complaint By: First: Nancy Last: Land

Account Name: Nancy Land

Home: [Redacted]

Street: [Redacted]

Work: Arizona Corporation Commission

City: Fountain Hills

DOCKETED

State: AZ Zip: 85268

is: OCT - 6 2008

Utility Company: Chaparral City Water Company

DOCKETED BY [Signature]

Division: Water

Contact Name: Robert Hanford

Contact Phone: [Redacted]

Nature of Complaint:

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

Customer sent the following correspondence -

The proposal to increase the water bill some 36% plus on individual homes is completely above normal rate increase, especially in these economic times.

You would have been better served to compensate your needs at a more modest increase in increments over time. That way people can adjust their budgets accordingly.

This is a severe rate increase demand and definitely not warranted in such a large amount at this time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter -

Dear Ms. Land:

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.

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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: 10/6/2008

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