

W.01865A-07-0385
W.01865A-07-0384

OPEN MEETING AGENDA ITEM



ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM

4700

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

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72329 **Date:** 10/23/2008

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

Complaint By: **First:** John and Colleen **Last:** Jonovich

Account Name: John and Colleen Jonovich **Home:** [REDACTED]

Street: [REDACTED] **Work:** [REDACTED]

City: [REDACTED] **CBR:** [REDACTED]

State: AZ **Zip:** [REDACTED] **is:** [REDACTED]

Utility Company: Groom Creek Water Users Association

Division: Water

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

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01865A-07-0385
W-01865A-07-0384

Arizona Corporation Commission
DOCKETED

OCT 27 2008

From: [REDACTED]
To: [REDACTED]
Subject: Groom Creek Water
Date: Mon, 20 Oct 2008 16:55:05 -0700

DOCKETED BY [Signature]

Reg. Docket # W-01865A-07-0385

We are full time residents of Groom Creek. We are in favor of the water delivery upgrade project. We have had the old pipe bust a number of times. The last time it took 5 days to get the water back on. Although noone wants to see rates go up, we feel this project is necessary to ensure the water system remains great well into the future. Thank you. John and Colleen Jonovich
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 OCT 27 P 2:01

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email to Customer:

October 23, 2008

RE: Groom Creek Water Users Association

Dear John and Colleen Jonovich,

Your email dated October 20, 2008 regarding the Groom Creek Water Users Association ("Groom Creek Water") rate case sent to Commissioner Mayes office 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 take your comments into consideration before a decision is rendered in the Groom Creek Water application.

The concerns raised 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.

Commission 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) 222-7000 or local at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/23/2008

Opinion No. 2008 - 72329
