

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



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72379 Date: 10/24/2008

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: **First:** Bruce **Last:** Mallin

Account Name: Bruce and Risa Mallin

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott

CBR: [REDACTED]

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/24/08 Referred from Commissioner Mayes office.

Arizona Corporation Commission
DOCKETED

-----Original Message-----

From: Risa Mallin [REDACTED]
Sent: Wednesday, October 22, 2008 4:05 PM
To: Mayes-WebEmail
Subject: Docket number W-01865A-07-0385

OCT 27 2008

DOCKETED BY [Signature]

Dear Commissioner Mayes,

We have a major problem in Groom Creek, Yavapai County. Our water delivery system is old and is constant need of repair. Although we are not happy to have to pay more money for our water, we understand that the new rates are necessary in order to fix our system and keep our property valuable. The repairs must be completed as soon as possible. Every time there is a break in the old pipes, we have a huge repair bill. Please approve the increase in our rates as soon as possible.

Bruce and Risa Mallin
[REDACTED]
Prescott, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2008 OCT 27 P 3:52
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/24/08 Emailed response to Mr. Mallin

Good afternoon Mr. Mallin,

RE: Groom creek Water users association

Dear Mr. and Mrs. Bruce Mallin:

Your e-mail regarding the Groom Creek Water Users Association ("Groom Creek") 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 Groom Creek 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.

Sincerely,

Alfonso Amezcua
Arizona Corporation Commission
Utilities Division
Consumer Services



End of Comments

Date Completed: 10/24/2008

Opinion No. 2008 - 72379
