

W-02113A-07-0551



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**ORIGINAL ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73124**

**Date:** 11/19/2008

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

**Complaint By:** **First:** John A. **Last:** Bivens

**Account Name:** La Vida Buena Property Owner's Association

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Fountain Hills

**CBR:**

**State:** AZ **Zip:** 85268

**is:**

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:** Robert Hanford

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

Customer sent the following e-mail -

November 18, 2008

Arizona Corporation Commission

Docket Number: W-02113A-07-0551

RE: Chaparral City Water Company Rate Increase

Arizona Corporation Commission  
**DOCKETED**

NOV 20 2008

DOCKETED BY [Signature]

RECEIVED  
NOV 19 2008  
11:53:23  
ARIZONA CORPORATION COMMISSION

Dear Corporation Commission:

La Vida Buena Property Owner's Association of Fountain Hills is very much opposed to the unreasonable and unjustified water rate increase proposed by Chaparral City Water Company. Attached please find our comments on your Public Comment Form.

We urge your rejection of their proposed water rate increase. Thank you.

Sincerely,

John A. Bivens, President  
For the La Vida Buena Board of Directors

La Vida Buena is a Property Owner's Association for 101 members in Fountain Hills, Arizona. On behalf of our members, the Board of Directors is opposed to the tremendous increase in water rates proposed by Chaparral City Water Company. This increase is unjustified and unreasonable. Many of our residents are living on fixed incomes and such a rate increase would serve a hardship on them for water, which is essential. The local and

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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national economic recession magnifies the difficulty an increase would cause. La Vida Buena Association would see our cost of water rise by about \$6000 per year under the Chaparral proposal, amounting to about \$5 per month per owner in addition to their individual water costs. The Chaparral proposal is outrageous. La Vida Buena urges the Arizona Corporation Commission to deny the Chaparral City Water Company proposed water rate increase and to protect the public from excessive water costs. We shall follow with great interest the actions of the Commission on this extremely important matter. Thank you for consideration of our comments and opposition.

John A. Bivens, President, La Vida Buena  
For the Board of Directors and Association Members  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following e-mail -

Mr. Bivens -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

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.

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 602-542-4251.

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 11/19/2008**

**Opinion No. 2008 - 73124**

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W-02113A-07-0551

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2008 73163**

**Date:** 11/19/2008

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

**First:**

**Last:**

**Complaint By:** Thelma J.

Minter

**Account Name:** Thelma J. Minter

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Fountain Hills

**CBR:**

**State:** AZ Zip:

**is:**

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

11-17-08

Thelma J. Minter

Fountain Hills, AZ

Docket you wish to comment on: Water  
Case or Utility Name: Chaparral City Water Company  
Docket Number: W-02113A-07-0551  
Position on Docket: Con

I feel that the rate increase being considered by Chaparral Water Company is absolutely unreasonable and unjust.

Anything that can be done to stop this large increase will be appreciated.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

November 19, 2008

Thelma J. Minter

Fountain Hills, AZ

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ( )

Fax:

Priority: Respond Within Five Days

Opinion      No. 2008      73180      Date: 11/19/2008

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

Complaint By:      First:      Last:  
John F.      John F.      Austin

Account Name: John F. Austin      Home: (000) 000-0000

Street:      Work: (000) 000-0000

City: Fountain Hills      CBR:

State: AZ      Zip:      is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a      Contact Phone: n/a

Nature of Complaint:

11/12/08

John F. Austin

Fountain Hills, AZ

Phone:

Email:

Docket you wish to comment on: Water  
Case or Utility Name: Chaparral City Water Company  
Docket Number: W-02113A-07-0551  
Position on Docket: Con

This proposed water increase is unjust and unreasonable. The nerve it must take to ask/demand an increase of such magnitude is unbelievable. It's such higher than inflation. In fact, the discussion should be about cutting rates in this poor economic environment.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

November 19, 2008

John F. Austin

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 73183

Date: 11/20/2008

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

Complaint By: First: Richard L. Last: Czernicki

Account Name: Richard L. Czernicki

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-11-08:

I am filing an objection to this proposed increase in our water rate, Based that it is unjust & unreasonable  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called @ 8:00am. I provided my name and toll free tel # and acknowledged his ACC Public Form dated 11-11-08 and expressed thanks for taking the time to express his OPINION in this matter. I advised his opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Carmen Madrid @ ACC Phx Office to have this docketed toward the Chaparral City Water Company, Docket No. W-02113A-07-0551. File closed.

\*End of Comments\*

Date Completed: 11/20/2008

Opinion No. 2008 - 73183