

W. 02113A. 07. 0551



ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

17

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73641

Date: 12/3/2008 Arizona Corporation Commission

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

DOCKETED

DEC -4 2008

Complaint By: First: Wendell R. Last: Ogrosky

DOCKETED BY [Signature]

Account Name: Wendell R. Ogrosky

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 12-1-08:

My wife and I moved to Fountain Hills, Arizona two years ago. One of the first things we noticed was the water quality. The quality is, compared to the 4 other states in which we have lived, by far the worst we have encountered. We were forced to buy a home water treatment system simply to identify objects being removed from the dish washer. Chemicals and upkeep for the system cost one hundred twenty dollars per year. Why mention this? It seems to us the water company has a responsibility to see the water we use is actually fit to use. We are of the opinion the company should not be allowed to charge at all for the garbage that currently spews from our faucets.

As for an increase, what actually has the company experienced in the way of additional expenses that justifies an increase? The rest of the country is in financial distress. There can simply be no justification, based on quality of product and financial status, for this company to request an increase in water rates. In fact, based on quality alone, it is clear they should be undergoing a contract review.

My wife and I oppose any increase in water costs.

As an aside, who designed this form? The water company? It certainly is designed to discourage people from commenting.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

2008 DEC -4 P 12: 27

RECEIVED

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

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I called the customer @ 4:05pm and provided my name and toll free tel #. I acknowledged his ACC Public Comment Form dated 12-1-08 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. Customer apologized for his sarcasm regarding the ACC's Public Comment Form since he did not have Outlook to be able to send in the form via e-mail. I explained he could also have called us and have his comments noted for the record. Customer appreciated call back.

I e-mailed this OPINION to Trish Meeter @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551. File closed.

\*End of Comments\*

**Date Completed: 12/3/2008**

**Opinion No. 2008 - 73641**

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W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73602

Date: 12/3/2008

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

Complaint By: First: Robert Last: Hahn

Account Name: Robert Hahn

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-30-08:

Chaparral is asking a 42% increase, hoping to end up with 15%-20%, a classic negotiating tactic. With the economy the way it is, this is an outrage. I suggest they be granted a 3% increase for 2009 with another 3% in 2011 (zip for 2010). They can work on their efficiencies to make the difference.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message @ 10:10am. I provided my name and toll free tel # and acknowledged his ACC Public Form dated 11-30-08 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 Trish Meeter @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case. docket No. W-02113A-07-0551. File closed.  
\*End of Comments\*

Date Completed: 12/3/2008

Opinion No. 2008 - 73602

W. 02113A-07.0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73636

Date: 12/3/2008

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

Complaint By: First: Carol Last: Klem

Account Name: Carol Klem

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 12-1-08:

Am opposed to the 41% increase in water rates for the town of Fountain Hills , AZ.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left voice mail message @ 3:18pm and provided my name and toll free tel #. I acknowledged her ACC Public Comment Form dated 11-3-08 and expressed thanks for taking the time to express her opinion in this matter. I advised her 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 Trish Meeter @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551.

File closed.

\*End of Comments\*

Date Completed: 12/3/2008

Opinion No. 2008 - 73636

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73624

Date: 12/3/2008

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

Complaint By: First: Robert E. Last: Wickes

Account Name: Robert E. Wickes

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-30-08:

Chaparral City Water Company is requesting a 41% rate increase in our water rates. If I am correct, this will represent \$3 million per year. I have been in business as an employee and manager of small, medium and large companies. I am currently a business owner. I have never heard of or seen justification of such an increase. It, in all ways, appears to be extremely ridiculous. I am writing to have my voice heard and to request that the Arizona Corporation Commission decline Chaparral's request.

Thank you,  
Robert E. Wickes  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left voice mail message @ 1:04pm and provided my name and toll free tel #. I acknowledged his ACC Public Comment Form dated 11-30-08 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 Trish Meeter @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551. File closed.

\*End of Comments\*

Date Completed: 12/3/2008

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73583

Date: 12/3/2008

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

Complaint By: First: Hugh R. Last: Henry

Account Name: Hugh R. Henry

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-30-08:

We are opposed to the 41% increase in water rates for the town of Fountain Hills.

Economic conditions in our country would suggest only a very modest increase at this time would be appropriate. We would ask that you come back refile at a latter time when economic conditions improve.

Thank you very much for your consideration.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message @ 8:45am. I provided my name and toll free tel # and acknowledged his ACC Public Form dated 11-30-08 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 Trish Meeter @ 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: 12/3/2008

Opinion No. 2008 - 73583

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

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2008 73643

**Date:** 12/3/2008

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

**Complaint By:** **First:** Pat **Last:** Collins

**Account Name:** Pat Collins

**Home:**

**Street:**

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

**City:** Fountain Hills

**CBR:**

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

**is:** E-Mail

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

I don't understand why the Water Company wants a 41 % increase in our water rates?  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/3/08 I contacted customer and informed her that her opinion had been received and it will become part of the permanent file and that distribution will be made to Commissioners and staff members. She appreciated the call back. Closed

Filed in docket no. W-02113A-07-0551

\*End of Comments\*

**Date Completed:** 12/4/2008

**Opinion No.** 2008 - 73643

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 73644

Date: 12/3/2008

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

First:

Last:

Complaint By: Gary

Szrama

Account Name: Gary Szrama

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 8

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: Gary Szrama [mailto:  
Sent: Monday, December 01, 2008 1:20 PM  
To: Utilities Div - Mailbox  
Subject: Docket number W-02113A-07-0551

I tried to use the form on your web site but found it impossible to use without a printer.

I'm writing to express my outrage at the Chaparral City Water Companies request for the huge and excessive rate hike. The residents of Fountain Hills already pay among the highest rates in the valley. Please stop the madness. Let future developers pay for the new infrastructure as needed.

Gary Szrama

Fountain Hills, AZ 85268

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/3/08 I contacted consumer and informed him that his opinion had been received and would become part of the permanent file and that the opinion will be distributed to Commissioners and staff members. He appreciated the follow up call. Closed

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

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Filed in docket no. W-02113A-07-0551  
\*End of Comments\*

**Date Completed:** 12/4/2008

**Opinion No.** 2008 - 73644

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No. 2008 73645****Date:** 12/3/2008

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

**First:****Last:****Complaint By:** Bob & Anne

Trombatore

**Account Name:** Bob & Anne Trombatore**Home:****Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:****State:** AZ Zip: 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

We feel our water rates are already high a 37% increase is exorbitant. Please review this request carefully.  
\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

December 3, 2008

Bob and Anne Trombatore

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY  
DOCKET NO. W-02113A-07-0551

Dear Mr. and Mrs. Trombatore:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") 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 Chaparral City 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

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

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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 toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

filed in docket no. W-02113A-07-0551

\*End of Comments\*

Date Completed: 12/4/2008

Opinion No. 2008 - 73645

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No. 2008 73646****Date:** 12/3/2008

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

**Complaint By:** **First:** Len **Last:** Hofmann

**Account Name:** Len Hofmann**Home:** .....**Street:****Work:** (000) 000-0000**City:** Fountain Hills**CBR:****State:** AZ **Zip:** 85268**is:** E-Mail**Utility Company:** Chaparral City Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

The proposed rate increase is unjust and unreasonable. I believe it is about time we the public put our foot down on abasorbent increases for any product or service. Being on a fixed income the past 10 years I have seen everything go up except my pension or Social Security. I believe all government services need to get realistic about cost control. Unions also! Who reaps the benefits of the proposed cost increase? If costs are going up due to operational cost increase (gas, etc.) then I believe it is time to start pushing the problem up to the top versus just accepting it! IE: improve process, change suppliers, etc. What ar the metrics for improved water quality, cost & service? How does Chaparral match up with all other USA water companies?

Bottom line "Where is Da beef?" I say no to the increase  
\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

December 3, 2008

Len Hofmann

Fountain Hills, AZ 85268

RE: CHAPARRAL CITY WATER COMPANY  
DOCKET NO. W-02113A-07-0551

Dear Mr.Hofmann:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the

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

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record. The Commission will consider your comments before a decision is rendered in the Chaparral City 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

filed in docket no. W-02113A-07-0551  
\*End of Comments\*

**Date Completed: 12/4/2008**

**Opinion No. 2008 - 73646**

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W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 73639

Date: 12/3/2008

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

Complaint By: First: Arthur Last: Park

Account Name: Arthur Park

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: \*

Contact Phone: (000) 000-0000

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-29-08:

ENTER YOUR COMMENTS HERE:

How can this water utility justify raising the price per month for customers. What has the company done for any of its users to warrant this outrageous increase. Is this another gouging of the public by CEO'S to feather their nest and increase their fortune and increase their bonuses. It is about time that those that have been placed in charge by the public to protect the users from unjust price gouging. Please do not let the public have another repeat of what the Big 3 have done. They ran their businesses into the ground by paying themselves huge bonuses and salaries after gouging the public: and are now asking the Government for a bail out. Is this what the Chaparral Water Company intends to do? Ask the commission to bail them out? I have received no communication from the company explaining why and for what the excessively large increase is being asked. Our hope is that the Commission will take a long hard study and do the right thing for the customers.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer @ 3:43pm, spoke to Mrs. Park and provided my name and toll free tel #. In reference to Mr. Parks letter, I acknowledged his ACC Public Comment Form dated 11-29-08 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 rate case, docket no.W-02113A-07-0551.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Reg Lopez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 73600

**Date:** 12/3/2008

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

**Complaint By:** **First:** Sheila **Last:** Boocock

**Account Name:** Sheila Boocock

**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 ACC Public Comment Form dated 12-1-08:

41% is unfair and unethical. Will you be subsidizing the Ellman property here in Fountain Hills, or as you are a California Co. will you be subsidizing California's use of water.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customer and left voice mail message. I provided my name and toll free tel # and acknowledged her ACC Public Form dated 12-1-08 and expressed thanks for taking the time to express her opinion in this matter. I advised her 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:** 12/3/2008

**Opinion No.** 2008 - 73600

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 73609

Date: 12/3/2008

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

Complaint By: First: Marilyn & Paul Last: Chaddock

Account Name: Marilyn & Paul Chaddock 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: (000) 000-0000

Nature of Complaint:

Received the following ACC Public Form dated 12-1-08:

The rate increase proposed by Chaparral is excessive and unfair to consumers -both home owners and golf courses. It will increase our HOA water bill resulting in increased dues to homeowners. We oppose this & request the commission no approve it. Thank you  
Marilyn & Paul Chaddock  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message @ 10:45am. I provided my name and toll free tel # and acknowledged their ACC Public Form dated 12-1-08 and expressed thanks for taking the time to express their opinion in this matter. I advised their 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 rate case. docket no. W-02113A-07-0551. File closed.  
\*End of Comments\*

Date Completed: 12/3/2008

Opinion No. 2008 - 73609

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Reg Lopez

**Phone:**

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 73623

**Date:** 12/3/2008

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

**Complaint By:** **First:** Richard **Last:** Ardern

**Account Name:** Richard Ardern

**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 12-1-08:

This rate increase request for 41% is outrageous. It far exceeds inflation and is unwarranted. I request that you disallow this rate increase.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customer, spoke to Mrs. Ardern @ 12:55pm and provided my name and toll free tel #. I acknowledged the ACC Public Comment Form dated 12-1-08 submitted by Mr. Ardern and expressed thanks for he 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 rate case, docket no.W-02113A-07-0551. File closed.

\*End of Comments\*

**Date Completed:** 12/3/2008

**Opinion No.** 2008 - 73623

W-02113 A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 73630

Date: 12/3/2008

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

First:

Last:

Complaint By: George

Irons

Account Name: George Irons

Home: (

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: \*

Contact Phone: (000) 000-0000

Nature of Complaint:

Received the following ACC Public Comment Form dated 11/29/08:

The proposed increase in rates is excessive.  
The customer service provided by the water company is very poor.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left voice mail message @ 1:54pm and provided my name and toll free tel #. I acknowledged his ACC Public Comment Form dated 11-29-08 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 rate case, docket no.W-02113A-07-0551. File closed.

\*End of Comments\*

Date Completed: 12/3/2008

Opinion No. 2008 - 73630

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Reg Lopez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 73621

**Date:** 12/3/2008

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

**Complaint By:** **First:** Michael **Last:** Garten

**Account Name:** Michael Garten

**Home:**

**Street:**

**Work:**

**City:** Fountain Hills

**CBR:**

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

**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 11-30-08:

W-02113A-07-0551

We are against the rate increases proposed in the above case. We are all suffering from economic hardship and the proposed 41% rate increase is excessive, and abusive to the citizens of Fountain Hills.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customer, left voice mail message @ 12:14pm and provided my name and toll free tel #. I acknowledged his ACC Public Comment Form dated 11-30-08 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 rate case, docket no.W-02113A-07-0551. File closed.

\*End of Comments\*

**Date Completed:** 12/3/2008

**Opinion No.** 2008 - 73621

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Reg Lopez

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 73508

**Date:** 12/1/2008

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

**Complaint By:** **First:** Pamela **Last:** Baskind

**Account Name:** Pamela Baskind **Home:** (\_\_\_\_\_) \_\_\_\_\_

**Street:** \_\_\_\_\_ **Work:** \_\_\_\_\_

**City:** Fountain Hills **CBR:** \_\_\_\_\_

**State:** AZ **Zip:** \_\_\_\_\_ **is:** \_\_\_\_\_

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:** \_\_\_\_\_ **Contact Phone:** \_\_\_\_\_

**Nature of Complaint:**

Received the following ACC Public Comment Form dated 11-23-08:

the rate increase is unjust and unreasonable  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customer , provided my name and acknowledged her ACC Public Comment Form dated 11-23-08. I advised her opinion would be noted for the record in this matter and would be considered before a decision is render 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:** 12/1/2008

**Opinion No.** 2008 - 73508