

W 02113A-07-0551



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

410

ORIGINAL

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73394

Date: 11/26/2008

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

Complaint By: First: William Last: Fraser

Account Name: William & Lola Fraser

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W 02113A-07-0551

From: William M. Fraser [mailto:[REDACTED]]
Sent: Wednesday, November 26, 2008 7:02 AM
To: Bradley Morton
Subject: Chaparral City Water Company rate increase W02113A-07-0551

Dear Sir:

We are in a recession period and requesting a double digit rate increase is out of touch with the present environment. I think they should be given a very moderate increase of 3-5 % to cover some of the improvements made in the past year. Chaparral City Water Company should not be allowed to submit a large rate increase because they haven't submitted anything for four or five years. Please use some very conservative views on this request and remember we are approaching the population restriction of 33,000 people in Fountain Hills.

Arizona Corporation Commission

DOCKETED

William and Lola Fraser
[REDACTED]
Fountain Hills, AZ 85268

End of Complaint

[REDACTED] [Signature]

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to confirm receipt and docketing of opinion.

End of Comments

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/26/2008

Opinion No. 2008 - 73394

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 73357

Date: 11/25/2008

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

First:

Last:

Complaint By: Alice & Bill

Fawver

Account Name: Alice & Bill Fawver

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:

From: Alice & Bill Fawver [mailto:
Sent: Sunday, November 23, 2008 9:11 PM
To: Utilities Div - Mailbox
Subject: Water Increase

This rate increase is Unjust and Unreasonable
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 24, 2008

William G. Fawver, Jr

Fountain Hills, AZ

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

Dear Mr. Fawver:

Your opinion regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 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: 11/26/2008

Opinion No. 2008 - 73357

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73335

Date: 11/25/2008

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

First:

Last:

Complaint By: Dean and Margaret Heiser

Account Name: Dean and Margaret Heiser

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 correspondence -

The approximate increase of 40% of which you are asking is entirely out of line. This large of an increase is unreasonable and unjust. It would have been more sensible to ask for a smaller increase before this time.

Dean Heiser
Margaret Heiser
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Dear Mr. and Mrs. Heiser -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73335

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73336

Date: 11/25/2008

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

First:

Last:

Complaint By: Dennis

O'Neill

Account Name: Dennis O'Neill

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85266

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 correspondence -

We do not feel a request for the large water rate increase is fair and just.

I do not understand how it can be justified. Any cost associated with future development should be subsidized by develops & the town (who benefits from the tax revenues).

I believe a rate increase of less than 10% is reasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. O'Neill -

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73336

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73337

Date: 11/25/2008

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

Complaint By: **Richard and Darlene Kloster**

Account Name: Richard and Darlene Kloster

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 correspondence -

The Chaparral City Water Co's proposed water rate increase is unjust & unreasonable. Please deny their request!

In these times of economic stress and uncertainty the rate increase is unjust and unreasonable. I urge you to deny the Co. request.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. and Mrs. Kloster -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73337

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73338

Date: 11/25/2008

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

Complaint By: First: James and Loraine Last: Glowack

Account Name: James and Loraine Glowack

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 correspondence -

As concerned home owners of Fountain Hills we do not believe that Chaparral City Water Company should be granted the increase they have proposed for city water.

Thank you for your attention to this matter.

James Glowack
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. and Mrs. Glowack -

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73338

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73339

Date: 11/25/2008

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

Complaint By: **First:** Marilyn and Louis **Last:** Maegdlin

Account Name: Marilyn and Louis Maegdlin

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 correspondence -

I strongly oppose the increase you are proposing in Fountain Hills water rates. Most unreasonable.

I oppose the increase in water rates requested by Chaparral City Water Company. This increase is both unjust and unreasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. and Mrs. Maegdlin -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73339

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73341

Date: 11/25/2008

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

Complaint By: First: Ann Last: Duncan

Account Name: Ann Duncan

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 correspondence -

I have grave concerns pertaining to Chaparral City Water Company's plan to increase our water rates. I consider the proposed rates to be excessive, and wish to see a much smaller increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Duncan -

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.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73341

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73342

Date: 11/25/2008

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

Complaint By: **First:** Richard **Last:** Campbell

Account Name: Richard Campbell

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 correspondence -

The proposed increase is unjust and unreasonable. I have not seen any evidence of needed increase. Company has not provided factual data supporting their position.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Campbell -

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73342

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73343

Date: 11/25/2008

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

Complaint By: First: Bonnie J. Last: Sahagian

Account Name: Bonnie J. Sahagian

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 correspondence -

I believe a 30% raise on water rates is unreasonable. I believe that golf course communities should pay a higher rate than those of us without a golf course. Golf Course communities property valuations are higher and therefore should absorb a higher water increase. Water rates should be higher for anyone who has a lawn in Ariz. It should be a law that we all have desert landscaping.

Bonnie Sahagian
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Sahagian -

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73343
