

W-02113A-07-0551



0000091549

ARIZONA CORPORATION COMMISS...

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73185

Date: 11/20/2008

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

Complaint By: First: Olivia Last: McFadden

Account Name: Olivia McFadden

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 11-11-08:

I strongly object to the proposed increase in Chaparral City water rates for Fountain Hills citizens and homeowners' associations. I consider the increase to be excessively high, therefore unreasonable and unjust.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message @ 8:14am. I provided my name and toll free tel # and acknowledged her ACC Public Form dated 11-3-08 and expressed thanks for taking the time to express her 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

DOCKET CONTROL

Date Completed: 11/20/2008

Opinion No. 2008 - 73185

11:12:11 2008 DEC - 5

Arizona Corporation Commission

DOCKETED

RECEIVED

DEC - 5 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 73672 Date: 12/4/2008

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

Complaint By: **First:** David **Last:** Feldbaumer

Account Name: David Feldbaumer **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: Fountain Hills **CBR:**

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

Utility Company: Chaparral City Water Company

Division: Water

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

Nature of Complaint:

*****REFERRED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Feldbaumer David [mailto:]
Sent: Thursday, December 04, 2008 9:11 AM
To: Gleason-WebEmail
Cc:
Subject: Oppose Chaparral Water Rate Increase

I'll keep it short. I oppose the 41% rate increased requested by Chaparral Water Company and I am asking you to do the same. Please vote against the increase in docket # W-02113A-07-0551 on December 8th.

Thank you,
David Wm. Feldbaumer
Resident of Fountain Hills, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 4, 2008 (responded to consumer via e-mail)

Davis Feldbaumer
Fountain Hills, AZ 85268

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr. Feldbaumer:

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 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 - 73672

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: :

Fax: : 602-955-1421

Priority: Respond Within Five Days

Opinion No. 2008 73649

Date: 12/4/2008

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

First:

Last:

Complaint By: Doug

Thompson

Account Name: Doug Thompson

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:

I am writing to express my extreme concern regarding the proposed large rate increase by Chaparral City Water Company. While it is understood that some amount of inflationary cost growth is to be expected, the amount that Chaparral has proposed is far above and beyond what is fair and reasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/4/08 (e-mailed following response to consumer)

Mr. Thompson,

Your opinion has been received and it will be made part of the permanent file. Distribution of your opinion will be made to Commissioners and Staff members involved.

Carmen Madrid
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

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

End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73649

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

W 02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73679

Date: 12/5/2008

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

Complaint By: First: Malcolm Last: Drake

Account Name: Malcolm & Erika Drake

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

We are already paying \$80.00 to \$90.00 per month for Chaparral City Water Company water. In addition to the cost the following items should be considered:

1. The quality of the water provided by this company has such a strong chlorine/sewage odor that we do not drink it, we have to buy bottled water.
2. The faucet water leaves a white coating on everything and has corroded the shower head.
3. Chaparral City Water Company provides absolutely no customer service, including last year when they over-pressurized the pipes which destroyed many people's water filtration systems and required many of us to have pressure-relief valves installed at our own expense. They provided no service, help, or prior notification they were going to increase the water pressure.

In summary, Chaparral City Water Company is providing an extremely poor quality product and NO customer service. They should be required to LOWER their rates, not increase them.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Receipt acknowledge and opinion docketed

End of Comments

Date Completed: 12/5/2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2008 - 7367

Complainant

Respondent

Complaint

Decision

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 73511

Date: 12/1/2008

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

First:

Last:

Complaint By: Thomas and Denice Larson

Account Name: Thomas and Denice Larson

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 -

We are against the water rate increase proposed by Chaparral Water Company.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. and Mrs. Larson -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73511

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: 12/4/2008

Opinion No. 2008 - 73509

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 73515

Date: 12/1/2008

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

First:

Last:

Complaint By: Gordon and Kathy Davis

Account Name: Gordon and Kathy Davis

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 -

Our local water company, Chaparral City Water Company, is proposing a 41% increase in our water rates. We strongly oppose this rate increase. What is possible justification can there be for such an extremely high increase in prices to be charged to their customers?

We want to go on record with our absolute opposition to the rate increase.

Thank you,
Gordon and Kathy Davis
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. and Mrs. Davis -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73515

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 73516

Date: 12/1/2008

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

Complaint By: **First:** Neal **Last:** Waddington

Account Name: Neal Waddington

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 -

A 41% increase is excessive and unwarranted. A small 3-4% increase seems supportable.

This increase in these extreme economic recessionary times should not pass.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Waddington -

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: 12/4/2008

Opinion No. 2008 - 73516

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 73520

Date: 12/1/2008

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

Complaint By: First: Last:
Nancy Nancy Radis

Account Name: Nancy Radis 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 -

Please do not raise rates of water which is a basic human need. People cannot afford any more cost of living increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Radis -

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: 12/4/2008

Opinion No. 2008 - 73520

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 73526

Date: 12/1/2008

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

First:

Last:

Complaint By: Ronald L.

Christie

Account Name: Ronald L. Christie

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 -

This increase is unjustified, especially in these trying economic times.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Christie -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73526

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 73527

Date: 12/1/2008

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

Complaint By: First: David Last: Incardona

Account Name: David Incardona

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 -

An increase in water prices now is terrible. Everyone is cutting prices, we are in turmoil. The economy is collapsing. Please do not raise prices of water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Incardona -

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: 12/4/2008

Opinion No. 2008 - 73527

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 73528

Date: 12/1/2008

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

Complaint By: First: Helene Last: Tenley

Account Name: Helene Tenley

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 -

Due to the present economic situation an increase in the water rate is unjustifiable. Perhaps in a year or two a small increase would be more reasonable.

Thank you.

Yours very truly,
Helene Tenley

[REDACTED]
Fountain Hills, AZ 85268

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Tenley -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73528

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 73525

Date: 12/1/2008

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

Complaint By: First: Jackie Last: Eakin

Account Name: Jackie Eakin 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 water rate increase by Chapparel is excessive, totally unrealistic, baseless, & opportunistic. A normal increase is acceptable, 40% is not acceptable!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Eakin -

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: 12/4/2008

Opinion No. 2008 - 73525

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 73524

Date: 12/1/2008

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

First:

Last:

Complaint By:

Ronald C.

Faber

Account Name:

Ronald C. Faber

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 -

Rate hike not justified. Company run poorly.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Faber -

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73524

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 73530

Date: 12/1/2008

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

Complaint By: First: John Last: Cerniglia

Account Name: John Cerniglia

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 object to the proposed 41.6 rate increase. I've lived in Ftn Hills since 1997, and been a customer of Chapparral Water. Other than the company being bought out by a new owner, there have been NO improvements to service. Water rates in AZ are already high. This proposal is beyond belief.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Cerniglia -

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: 12/4/2008

Opinion No. 2008 - 73530

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 73532

Date: 12/1/2008

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

First:

Last:

Complaint By:

Lee

Stycket

Account Name:

Lee Stycket

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 -

Our water rates are already ridiculously high.

Lee Stycket

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Stycket -

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
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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: 12/4/2008

Opinion No. 2008 - 73532

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73529

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 73533

Date: 12/1/2008

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

Complaint By: **First:** Craig **Last:** Rudolphy

Account Name: Craig Rudolphy

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 am opposed to the water rate increase. In these tough economic times, each company must do its best to save money, first by reducing its costs. Only after all other remedies have been tried, should a rate increase be requested. I do not believe the Chaparral has done all that it can to control its cost before requesting this increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Rudolphy -

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: 12/4/2008

Opinion No. 2008 - 73533

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: 12/4/2008

Opinion No. 2008 - 73521

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 73670

Date: 12/4/2008

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

First:

Last:

Complaint By: Paul

Ryan

Account Name: Paul Ryan

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:

Docket No. W-02113A-07-0551

Received the following correspondence:

The rate increase requested by Chapparral appears to be quite excessive. Also, the commission should review the water standards test for this company to see if they meet or exceed all guidelines.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Replied with the follow email:

December 04, 2008

RE: Chaparral City Water Company:

Dear Mr. Paul Ryan:

Your email dated December 02, 2008 regarding the Chaparral City Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

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

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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) 535-0148 or directly a

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73670

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73689

Date: 12/5/2008

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

Complaint By: First: Dennis Last: Saloky

Account Name: Dennis Saloky

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:

I firmly oppose Chaparral City Water's request for a 41% increase in rates. It is completely unaffordable for the average homeowner to absorb such a huge rate increase.

My famile consists of two adults living in a 2000 sq ft home on a 1/4 acre lot with a pool. Our average monthly water bill is over \$88 per month. The cost of the utility is second only to our electric bill, and a large component of our monthly budget.

Chaparral cites the dollar impact on the average Fountain Hills monthly water bill in it's rate case, and on the surface the impact seems reasonable. However they fail to take into account that much of the population of Fountain Hills is seasonal (perhaps as high as 30% of the population). Seasonal residents must leave water on to supply the mandated fire sprinklers while they are not occupying their residence, so they are part of the customer average. But since thay are here only 3-6 months of the year, they are consuming minimal or no water during 50-75% of the year. To compound this, seasonal residents are not here during the summer months when water consumption is greatest. So the "average" bill and impact cited by Chaparral is significantly understated.

As a full time homeowner resident my average monthly bill is \$88 and my highest summer bill is \$134. A 41% increase would raise my average bill to over \$124/month, an increase of \$36 monthly. My highest monthly summer bill would rise to \$189.00.

Salary increases this year are likely to be less than 3% (assuming our jobs exist for the year) certainly not anywhere near the increase being requested by Chaparral. Ina difficult financial year, Chaparral should not be allowed to increase its profitability by requesting usuroius rate increases from customers who must have water and have no ability to procure water at more competitive rates.

Thank you for your help in controlling our out of state, for profit, water provider.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Called customer and confirmed receipt of Opinion. Docketed.
End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73689

W 02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73683

Date: 12/5/2008

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

Complaint By: First: Sheryle A. Last: Giffin

Account Name: Sheryle A. Giffin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact: [REDACTED]

Nature of Complaint:

a 41% rate increase is insane. With the economy the way it is it will be an extreme hardship for the retired, elderly and the lower income families. Absolutely no increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion.

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73683