

W-02113A-07-0551



0000091657

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73753

Date: 12/8/2008

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

Complaint By: First: Jay T. Last: Schlum

Account Name: Jay L. Schlum

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fountain Hills

CBR: [REDACTED]

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 strongly oppose the propose rate hike. I believe the hike sought is unreasonable and will have an adverse affect on our community, including but not limited to our schools, residents, government, civic organizations and each business owner.

I support RUCO's efforts toward a reasonable increase that will not dramatically impact commerce and residents. Negatively, but does allow for the assurance of a reliable water supply.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer was present at the hearing and made public comment and then filed his public comment form with me. Closed

File in docket no. W-02113A-08-0551

\*End of Comments\*

Date Completed: 12/9/2008

Opinion No. 2008 - 73753

Arizona Corporation Commission

DOCKETED

DEC 10 2008

DOCKETED BY [Signature]

RECEIVED

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73752 Date: 12/8/2008

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

Complaint By: First: Peter Last: Van Horn

Account Name: PETITION --PETITION-- Home: [REDACTED]

Street: [REDACTED] 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:

Consumer is on the Board of Directors for the HOA and he did a telephonic survey with 52 homeowners within their association. They indicated to him that they were opposed to the rate increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I contacted Mr. Van Horn and explained to him that all of the comment forms were blank except for the name of the homeowners. He then explained to me that he had done the telephone contacts himself. Closed

\*End of Comments\*

Date Completed: 12/9/2008

Opinion No. 2008 - 73752

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2008 73745      **Date:** 12/8/2008

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

**Complaint By:**      **First:** Dorothy      **Last:** Wolovlek

**Account Name:** Dorothy Wolovlek      **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:**

Docket No. W-02113A-07-0551

We are retired and are on a limited income. We have cut our water usage way down. Any increase would be devastating. I'd like to know how much does the water department collect on vacant lots and winter homes that are not using a drop of water but are being charged regardless?

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

I called customer and told her that the ACC acknowledged receiving her letter and that it will be entered into our database for the record. Her letter will also be docketed so that the Commissioners will have an opportunity to read her concerns prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

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.

\*End of Comments\*

**Date Completed:** 12/8/2008

**Opinion No.** 2008 - 73745

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2008      73755

Date: 12/8/2008

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

First:

Last:

Complaint By:      **Marshall**

**Friedman**

Account Name:      Marshall Friedman

Home: ( [REDACTED] )

Street:      [REDACTED]

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:

12/3/2008

Marshall Friedman

[REDACTED]  
Fountain Hills, AZ [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

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

I believe the requested rate schedule is excessive, unjust and unreasonable. An increase not in excess of 10% would be considered a justifiable maximum residential rate. Anything in excess, including significant capital improvements, should be by bond issue or funded by company capital.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/8/08 I contacted consumer and informed her that the public comment form has been received and will be made part of the permanent file. Distribution will be made to Commissioners and Staff members assigned to matter. She appreciated the call. Closed

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

\*End of Comments\*

Date Completed: 12/9/2008

Opinion No. 2008 - 73755

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2008      73756      Date: 12/8/2008

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

First:

Last:

Complaint By:      **Pamela**

**Friedman**

Account Name: Pamela Friedman

Home: [REDACTED]

Street: [REDACTED]

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:

12/3/2008

Pamela Friedman

[REDACTED]  
Fountain Hills, AZ

Phone: [REDACTED]  
Email: [REDACTED]

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

I believe the requested rate schedule is excessive, especially for residential customers. A rate increase of no more than 8-10% would be considered reasonable and appropriate. We are living on pensions and must tighten our belts and limit our expenditures. Chaparral Water needs to do the same. I also would like a 44% increase in income, but that is not reasonable. The same applies to Chaparral.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

---

12/8/08 I contacted consumer and informed her that the public comment form has been received and will be made part of the permanent file. Distribution will be made to Commissioners and Staff members assigned to matter. She appreciated the call. Closed

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

**Date Completed: 12/9/2008**

**Opinion No. 2008 - 73756**

---

[Illegible stamp or signature]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2008      73757

Date: 12/8/2008

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

Complaint By:      First: Pam      Last: Folsom

Account Name: Pam Folsom

Home: [REDACTED]

Street: [REDACTED]

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:

12-3-08

Pam Folsom  
[REDACTED]  
Fountain Hills, AZ 85268

Phone: [REDACTED]  
Email: [REDACTED]

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

Customer is opposed to the rate increase.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/8/08 I contacted consumer and informed her that the public comment form has been received and will be made part of the permanent file. Distribution will be made to Commissioners and Staff members assigned to matter. She appreciated the call. Closed

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 12/9/2008

Opinion No. 2008 - 73757

---

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2008      73758

Date: 12/8/2008

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

Complaint By:      First: Vance      Last: Bovinette

Account Name: Vance Bovinette

Home: [REDACTED]

Street: [REDACTED]

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:

12-3-2008

Vance Bovinette  
[REDACTED]  
Fountain Hills, AZ 85268

Phone: [REDACTED]  
Email: [REDACTED]

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

This increase in price is unreasonable! 40% + in one year is not even close to a just inflationary increase.  
Please do not allow this increase to move forward as planned.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/8/08 I contacted consumer and informed her that the public comment form has been received and will be made part of the permanent file. Distribution will be made to Commissioners and Staff members assigned to matter. She appreciated the call. Closed

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 12/9/2008

Opinion No. 2008 - 73758

---

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (000)

Priority: Respond Within Five Days

Opinion      No. 2008      73760

Date: 12/8/2008

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

Complaint By:      First:      Last:  
Bill      Bovinette

Account Name: Bill Bovinette

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fountain Hills

CBR: [REDACTED]

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:

12/2/2008

BILL BOVINETTE

[REDACTED]  
FOUNTAIN HILLS, [REDACTED]

PHONE: [REDACTED]

EMAIL: [REDACTED]

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

In this environment the rate increase should be illegal and shows good stewardship is lacking in the management of this company.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/8/08 I tried to contact consumer and left a voicemail indicating that the public comment form has been received and will be made part of the permanent file. Distribution will be made to Commissioners and Staff members assigned to matter. I left my name and number if they wanted to call back. Closed

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

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 12/9/2008

Opinion No. 2008 - 73760

---

[REDACTED]

[REDACTED]

[REDACTED]

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:** ( )

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No.** 2008 73766

**Date:** 12/9/2008

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

**First:**

**Last:**

**Complaint By:** Douglas & Janet Herbert

**Account Name:** Douglas & Janet Herbert

**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 correspondence:

The pending rate increase for Chaparral City Water is extremely high considering the economics we are facing today. It is greed that has put our community in this predicament. We the public, want to see this behavior stopped!

Energy costs are down to the lowest levels in five years. How can one justify an increase when delivery cost are at its lowest level in years? How can one justify an increase when delivering costs are at its lowest levels in years? Businesses and government services are cutting back to reduce cost in this economic down turn. This is all Chaparral City Water has to offer its customers and community?

Please re-evaluate your position within our community of Eagle Mountain. We do not want to see our community suffer additional real estate losses due to higher HOA dues, monthly water utility costs or loss of beautiful golf course due absorbent golf fees.

Thank you for your consideration,

Douglas and Janet Herbert  
Eagle Mountain Community

Fountain Hills, AZ 85268

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

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

---

**Investigator's Comments and Disposition:**

Replied with the following email:

RE: Chaparral City Water Company  
Docket No. W-02113A-07-0551  
Dear Douglas & Janet Herbert:

Your email dated December 01, 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 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 at

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: 12/9/2008**

**Opinion No. 2008 - 73766**

---

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73772

Date: 12/9/2008

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

Complaint By: First: Harry Last: Collins

Account Name: Harry Collins

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

12/3/2008

Harry Collins  
[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Public notice of hearing on application for Rate Increase  
Case or Utility Name: Chaparral City Water Company (CCWC)  
Docket Number: W-02113A-07-0551  
Position on Docket: Con

Several months ago I rec'd a notice from CCWC that they were applying for a "revenue increase" of over 41%. I was shocked and outraged with this attempt to gouge their customers. I have never had a 41% increase in my salary at one time, and I doubt that any of you have either. Clearly, if they need this additional money, I would fire the top executives for gross mismanagement. Also, I would ask just how much of a salary does the CEO of this company earn annually. I am sure it is significantly more than most Americans. I think he should take a lesson from the top three auto makers CEO's, who have volunteered to work for a dollar a year, as a condition for bail out money.

I could accept an increase of 2-3% for the year. This would be a rational request. But to have the audacity to ask for a 41% increase in revenues during this recession is an insult to all customers of CCWC. It is obvious by this request that the CEO of CCWC is not the least bit concerned of the impact this increase would have on the customers, most of whom are retired on fixed incomes.

I would ask that the Commission deny this request in total. It is clearly unreasonable and unconscionable.

\*End of Complaint\*

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

---

**Utilities' Response:**

**Investigator's Comments and Disposition:**

December 9, 2008 (sent following letter via e-mail)

Harry Collins

[REDACTED]  
Fountain Hills, AZ

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

Dear Mr Collins,

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: 12/9/2008**

**Opinion No. 2008 - 73772**

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73771

Date: 12/9/2008

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

Complaint By: First: Karen Last: Goodwin

Account Name: Karen Goodwin

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fountain Hills

CBR: [REDACTED]

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:

11/26/08

Karen Goodwin

[REDACTED]  
Fountain Hills

Phone: [REDACTED]

Email: [REDACTED]

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

I feel the 41% increase that Chaparral City Water Co. wants to impose on the residents of Fountain Hills is ludicrous. The fact they have a Monopoly on the water supply to Fountain Hills gives CC Water Co. the upper hand (so they think) but as a consumer of their water I too am fighting back as are other. F.H. residents... We cannot be complacent as we too have rights. Given the state of the economy C.C Water Co. needs to open their eyes and realize gouging has become, an illegal practice. Unfortunately if CC Water Co. should win their cae (allowed to incrase) F.H. residents have nowhere to turn for their water supply. This is unfair and certainly unjust.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

---

12/9/08 I tried calling consumer and left a voicemail stating that her comment form had been received and that it will become part of the permanent file. I also stated that distribution would be made to Commissioners and Staff members. I left my name and telephone number. Closed

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

**Date Completed: 12/9/2008**

**Opinion No. 2008 - 73771**

---

W-02115A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73761**

**Date:** 12/8/2008

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

**Complaint By:** **First:** Mary **Last:** Loria

**Account Name:** Mary Loria

**Home:** [REDACTED]

**Street:** [REDACTED]

**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:**

12-1-08

Mary Loria  
[REDACTED]

Phone: [REDACTED]  
Email:

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

It is getting harder to pay all my utilities bills. Do you really need to raise the rate? 40% is too much of an increase.

Mary Loria  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

December 9, 2008

Mary Loria  
[REDACTED]  
Fountain Hills, AZ

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

---

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

Dear Ms. Loria:

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: 12/9/2008**

**Opinion No. 2008 - 73761**

---

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      73780

Date: 12/9/2008

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

Complaint By:      First:      Last:  
Ronald & Valerie      Beatty

Account Name: Ronald & Valerie Beatty

Home: [REDACTED]

Street: [REDACTED]

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:

12-2-08

Ronald & Valerie Beatty

[REDACTED]  
Fountain Hills, AZ 85268

Phone: [REDACTED]

Email: [REDACTED]

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

Why a 40% rate increase? What are your reasons to justify such an extremely large increase? We have seen too many unfair decisions made in corporate America, especially in our present economic dire times!  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

December 9, 2008 (sent following letter via e-mail)

Ronald & Valerie Beatty

[REDACTED]  
Fountain Hills, AZ [REDACTED]

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

---

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

Dear Mr. and Mrs. Beatty,

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: 12/9/2008**

**Opinion No. 2008 - 73780**

---

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73781**

**Date:** 12/9/2008

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

**Complaint By:** **First:** Gerald **Last:** Booth

**Account Name:** Gerald Booth

**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

Received the following correspondence:

In our family, like many others, we feel this increase would further stress the problems caused by the economic crisis we now face. Prior ownership of the water company was very profitable and it is possible that is still is. Therefore a small increase now would be wise to accommodate present customers with a refile for rate increase in better economic conditions. We are opposed to a 40+ increase in water rates.

\*End of Complaint\*

**Utilities' Response:**

NA

\*End of Response\*

**Investigator's Comments and Disposition:**

I called customer and told them we had received his correspondence. I told them that we will enter his opinion into the database for the record and that it will be docketed so that the Commissioners will have an opportunity to read his concerns prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

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:** 12/9/2008

**Opinion No. 2008 - 73781**