

W-02113A-07-0551



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ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73988

Date: 12/16/2008

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

Complaint By: First: Carol J Last: Guardo

Account Name: Carol J Guardo

Home: [REDACTED]

Street: [REDACTED] r.

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Arizona Corporation Commission

12-16 DOCKET NO. W-02113A-07-0551

DOCKETED

12/11/08

DEC 17 2008

Carol J. Guardo
[REDACTED]
Ftn Hills, AZ 85268

DOCKETED BY [Signature]

RECEIVED
2008 DEC 17 A 11:18
DOCKET CONTROL

Phone: 480-837-3590

Case or Utility Name: W-02113A-07-0551 (Chaparral Water)
Position on Docket: Con

As a retired person in this terrible economy, the egregious increase in rates sought by Chaparral represents an unacceptable burden. Better planning + better foresight at the part of the company would have made this huge step up in rate unnecessary.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/16

Left voice message with customer advising comments would be made a part of the case and made available to the Commissioners before a decision is rendered.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/16/2008

Opinion No. 2008 - 73988

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73991

Date: 12/16/2008

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

Complaint By: First: Boyce Last: Baldwin

Account Name: Boyce Baldwin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12-16 DOCKET NO. W-02113A-07-0551

11/26/2008

Boyce Baldwin
[REDACTED]

Phone: [REDACTED]
Email: [REDACTED]

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

A 41% increase is extortion. This is exactly the reason we have the Arizona Corporation Commission to protect the citizens against this type of unreasonable and unjustified increase. We need your help!

Instructions regarding how to e-mail this form would be most helpful. Since it cannot be saved, I could figure out no way to do it. It certainly must frustrate many users who just give up trying to figure it out.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/16

Left voice message with customer advising comments would be made a part of the case and made available to the Commissioners before a decision is rendered.

End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 73991

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73987

Date: 12/16/2008

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

Complaint By: First: Harry Last: Marek

Account Name: Harry Marek

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12-16 DOCKET NO. W-02113A-07-0551

Harry P. Marek
[REDACTED]

Phone: [REDACTED]

Case or Utility Name: W-02113A-07-0551

Position on Docket: Con

No rate increase please!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/16

Left voice message with customer advising comments would be made a part of the case and made available to the Commissioners before a decision is rendered.

End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 73987

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

12/16
December 16, 2008

RE: CHAPARRAL CITY WATER CO.

DEAR MS. LOE:

Your letter regarding the Chaparral City Water Co. ("CCWC") 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 AAWC 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 or directly at [REDACTED].

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst Utilities Division
Arizona Corporation Commission
End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 74000

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 73901

Date: 12/12/2008

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

Complaint By: First: Sandra Last: Levin

Account Name: Sandra Levin

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:

This is a complaint against the Chaparral City Water Company for raising its water usage rates to the residents of Fountain Hills. At this time there is no just cause to raise the rate of water usage; especially after the fees went up a huge percentage within the last year. Along with everything else, the residents cannot afford this increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Replied with the following email:

RE: Chaparral City Water Company

Dear Sandra Levin,

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 Chaparral City Water Company rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 [REDACTED]

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 12/12/2008

Opinion No. 2008 - 73901

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73993

Date: 12/16/2008

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

Complaint By: First: Last:
G D Katonak

Account Name: GD Katonak

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12-16 DOCKET NO. W-02113A-07-0551

12/9/08

G.D. Katonak
[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

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

41+% is ridiculous. This is not the Big 3!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/16

Left voice message with customer advising comments would be made a part of the case and made available to the Commissioners before a decision is rendered.

End of Comments

Date Completed: 12/16/2008

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 73986

Date: 12/16/2008

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

Complaint By: Douglas & Bonnie Givins

Account Name: Douglas & Bonnie Givins

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 Number (W-02113A-07-0551)

Received the following correspondence:

By the advice of our community governing committee we are against any water price increase.

End of Complaint

Utilities' Response:

NA

End of Response

Investigator's Comments and Disposition:

I called customer to let them know that the ACC is in receipt of their correspondence. I also told them that their Opinion would be entered in our database for the record and would be docketed so that the Commissioners would have an opportunity to read their concerns before 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: 12/16/2008

Opinion No. 2008 - 73986