

W-03211A-08-0622



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

47
10

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74476

Date: 1/9/2009

Complaint Description: 08B Rate Case Items - No Notification
N/A Not Applicable

First:

Last:

Complaint By: Clark G.

Levinson

Account Name: Clark G. Levinson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

RECEIVED
CORPORATION COMMISSION
DOCKET CONTROL
JAN 15 10:03

Utility Company: West Village Water Company

Division: Water

Arizona Corporation Commission

Contact Name: [REDACTED]

DOCKETED Contact Phone: [REDACTED]

Nature of Complaint:

JAN 15 2009

(Docket No. W-01589A-08-0622)
03211A

DOCKETED BY [Signature]

Received the following correspondence:

Dear Corporation Commission,

I was overcharged for the first three years at the above address, due to a "meter mix-up". WVWC promised verbally to make it right. I have been cussed at for reporting water outages. I have a hard time understanding why Wayne Thompson "millionaire" needs 310 % increase. Please decline his request. See attached:

I have had an account with West Village Water since 1988 as a home owner. I also have had many dealings with Mr. Wayne Thompson during these years in disputes regarding his surrounding properties and found him to be consistently unreasonable in his demands and unconventional in his business methods. This gives me reason for suspicion of what is to me an excessive rate increase request for service with West Village Water Company.

I do acknowledge that the infrastructure of the well and delivery system is likely in need of repair and like everyone who is served by the water company Mr. Thompson is possibly experiencing financial hardship. However I do not accept increasing the flat service fee to his 53 accounts from \$26.00 to \$155.00 monthly as an appropriate solution for the following reasons:

1. The proposed rate increase does not encourage water conservation. To encourage water conservation it would make sense that the per gallon usage rate would be more while the flat rate less. If one is paying \$155.00 a month regardless of the volume of their use there is no monetary incentive to conserve. There is no proposed increase per gal for the first 3000 gals. And a reasonable extra \$1.50 for usage up to 10,000 gal.

2. The majority of households involved are of low to middle income to which this increase would be a financial burden. In other words more than, the market could bear.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

3. When doing the math it seems as though Mr, Thompson's explosive rate increase, would recoup his losses and pay for much of his requested loan for improvements in a short time. I am aware that the projected pay back on the proposed "WIFA" loan is 20 years. Is it not ethical and customary for a business to pass that extended payback schedule on to its customers?

4. I question whether WVWC's deficit in 2007 can't be faulted to bad business practise. For example: If for each of the past 12 years there had been a modest (perhaps 2-3%) increase it would have been well tolerated and resulted in less deficit and the ability to keep up with repairs.

5. When discussing Mr. Thompsdn's reputation with neighbors and professionals whom have interfaced with him on any matter there are no positive adjectives used. Although this sounds subjective it is reason for me to believe that balance sheets for "WVWC" should be closely audited.

This may sound far fetched but if this exaggerated rate increase is approved I believe I would be inn a better long range financial situation to invest now in a private water cistern to include a water catchment and filtration component.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I called and spoke with customer. I acknowledged receipt of his correspondence and told him I would enter his Opinion into our database for the record and I would have his correspondence docketed so that the Commissioners would have an opportunity to read his concerns prior to rendering their decisions. Customer was appreciative of the call placed to him. FILE CLOSED.

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards West Village Water Company - Docket No. W-01589A-08-0622 . FILE CLOSED.

End of Comments 63211A

Date Completed: 1/13/2009

Opinion No. 2009 - 74476

W-03211A-08-0622

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74477

Date: 1/9/2009

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

First:

Last:

Complaint By: Stephanie White Byro Boyle

Account Name: Stephanie White & Byron James Boyle

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR: [REDACTED]

State: AZ Zip: 86001

is: E-Mail

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. W-03211A-08-0622)

Received the following correspondence:

I have had an account with West Village Water since 1988 as a home owner. I also have had many dealings with Mr. Wayne Thompson during these years in disputes regarding his surrounding properties and found him to be consistently unreasonable in his demands and unconventional in his business methods. This gives me reason for suspicion of what is to me an excessive rate increase request for service with West Village Water Company.

I do acknowledge that the infrastructure of the well and delivery system is likely in need of repair and like everyone else who is served by the water company Mr. Thompson is possibly experiencing financial hardship. However I do not accept increasing the flat service fee to his 53 accounts from \$26.00 to \$155.00 monthly as an appropriate solution for the following reasons:

1. The proposed rate increase does not encourage water conservation. I encourage water conservation it would make sense that the per gallon usage rate would be more while the flat rate less. If one is paying \$155.00 a month regardless of the volume of their use there is no monetary incentive to conserve. There is no proposed increase per gal for the first 3000 gals. And a reasonable extra \$1.50 for usage up to 10,000 gal.
2. The majority of households involved are of low to middle income to which this increase would be a financial burden. In other words more than the market could bear.
3. When doing the math it seems as though Mr, Thompson's explosive rate increase would recoup his losses and pay for much of his requested loan for improvements in a short time. I am aware that the projected pay back on the proposed "V111FA" loan is 20 years. Is it not ethical and customary for a business to pass that extended payback schedule on to its customers?
4. I question whether WVWC's deficit in 2007 can't be faulted to bad business practice. For example: If for each

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

of the past 12 years there had been a modest (perhaps 2-3%) increase it would have been well tolerated and resulted in less deficit and the ability to keep up with repairs.

5. When discussing Mr. Thompson's reputation with neighbors and professionals whom have interfaced with him on any matter there are no positive adjectives used. Although this sounds subjective it is reason for me to believe that balance sheets for "IN1/rNCn should be closely audited.

This may sound for fetched but if this exaggerated rate increase is approved I believe I would be in a better long range financial situation to invest now in a private water cistern to include a water catchment and filtration component.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I called customer and left a voice mail message to acknowledge that we have received their Opinion and that their Opinion would be entered into our database for the record and would be docketed so that the Commissioners would have an opportunity to read their comments prior to rendering their decisions. I left my toll free telephone number for them to call me if they had any additional concerns.

I e-mailed this OPINION to Trish Meeter to have this OPINION docketed towards West Village Water Company, docket number W-03211A-08-0622. FILE CLOSED.

End of Comments

Date Completed: 1/13/2009

Opinion No. 2009 - 74477

W-03211A-08-0622

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74556

Date: 1/14/2009

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

Complaint By: First: Harold J. Last: Romer

Account Name: Harold J. Romer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR: [REDACTED]

State: AZ Zip: 86001

is: E-Mail

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. W-03211A-08-0622)

I received the following correspondence:

I am a renter at above address for almost 2 yrs. The proposed rate increase is totally out of line. As I have talked to other neighbors this increase could have been gradually done over the years. Most people on this block are on fixed income or in the lower middle class or lower class of the financial ladder. Through my dealing with West Village it seems their bookkeeping is sloppy and inconsistent. I know that costs of doing business have increased but to ask for a 600% increase from \$26.00 a month to \$155.00 a month is outrageous.

I would hope you would consider people's situation when investigating this increase it is a unimaginable increase in people's financial burdens. Thank you for your consideration.

Harold Romer
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I called customer and left a voice mail message acknowledging receipt of his correspondence. I mentioned that his Opinion would be entered into the database for the record and his Opinion would be docketed so that the Commissioners would have an opportunity to read his concerns prior to rendering their decisions. FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards West Village Water Company - W-03211A-08-0622.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 1/14/2009

Opinion No. 2009 - 74556

W-03211A-08-0622

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED] 6

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74546

Date: 1/13/2009

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

Complaint By: First: Karen L. Last: Myers

Account Name: Karen L. Myers

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR: [REDACTED]

State: AZ Zip: 86001

is: E-Mail

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I was shocked to hear of "WVWC"s request for an increased flat hookup rate to go from \$26 to \$155 per month. (6 times increase).

Mr. Thompson has a very strong reputation for being unreasonable in his business and personal dealings and this request illustrates this.

It seems a more fair solution is to raise the actual usage gallon rate a bit and increase the flat rate amount at no more than double.

The proposed loan to improve the well is usually paid off over many years. Why do we need to supply all of the money for him at the beginning.

Dunnam St and most of the businesses supplied by WVWC are low income and the increase would be a true hardship not just an inconvenience.

A more longterm solution might be for the city to annex this small "county island". City water lines are all around us. Perhaps we could hook up to the water lines (even if we are not annexed) for a fee.

Before an increase is granted it would be wise to audit the company's books to make sure there isn't mismanagement.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I called customer and acknowledged that we received her correspondence. I told customer that her Opinion would be entered into our database for the record and that it would be docketed so that the Commissioners would have an opportunity to read her concerns prior to rendering their decisions. FILE CLOSED.

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards West Village Water Company - Docket No. W-03211A-08-0622 .

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 1/13/2009

Opinion No. 2009 - 74546

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74568

Date: 1/14/2009

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

Complaint By: First: Lynn Last: Bleeker

Account Name: Lynn Bleeker

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED] 4396

Nature of Complaint:

1/7/2009

Lynn Bleeker
[REDACTED]
[REDACTED]

Docket you wish to comment on: W-01589A-08-0622
Case or Utility Name: West Village Water Company
Position on Docket: Con

Dear Corporation Commission:

Regarding the proposed rate increase to customers of West Village Water Company requested by Mr. and Mrs. F. Wayne Thompson;

I have had an account with WVWC since 1993.

The proposed rate increase for just the minimum charge of a meter for a residence from \$26.00 per month to \$155.00 per month alone is 600% increase and is obviously absurd and appears to be sheer greed.

West Village Water Company, is questionably managed by real estate company who has little knowledge of water system operations/distribution. Service from WVWC is at times very poor.

When a bookkeeper in the real estate firm is the contact for our water company and berates and/or threatens customers when they call for information, as is the case with myself and several others in the neighborhood throughout the years, I would say that this is very poor customer service.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

One never knows when the water will be turned off and for how long. There have been times that the service was off for a day and a half and there had been no prior notice. When service is turned back on, one can expect murky red water containing heavy particulates not suitable for human consumption until enough use flushes the system of debris. I have not received a Consumer Confidence Report (water test for contaminants) since 2002.

Even if these items were ever corrected, this proposed increase is unreasonable, excessive and ridiculous. Additionally this is a very modest income neighborhood where several residents are on a fixed income. Such an increase would have detrimental effects on the financial circumstances of most if not all persons on this street. We cannot have the value of our home depreciate because no one would ever buy here due to an unaffordable water bill.

When making your decision on a reasonable and fair rate increase, please take into consideration the outlandish if not greedy proposed increase as well as the conditions of the water service we live with.

Thank you,
Lynn Bleeker
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer to confirm receipt of opinion.
End of Comments

Date Completed: 1/14/2009

Opinion No. 2009 - 74568

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 74570

Date: 1/14/2009

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

Complaint By: First: Pat Last: Heron

Account Name: Pat Heron

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Docket No W-01589A-08-0622

1/8/2009

Pat Heron

[REDACTED]

Docket you wish to comment on: W-01589A-08-0622
Case or Utility Name: West Village Water Company (WVWC)
Position on Docket: Con

I am a widow on a fixed income and a homeowner. The WVWC proposed rate increase is unreasonable, ridiculous and could be disastrous to someone in my position. An increase from \$26.00 per month to @ 155.00 per month just for the meter, in addition to increased water usage rates is an act seemingly criminal on the part of WVWC!

Please ONLY consider a rate increase that is fair and reasonable. One that we on Dunnam Street can bear in our current economic condition.

Sincerely,
Pat Heron
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Called consumer to confirm receipt of opinion.

End of Comments

Date Completed: 1/14/2009

Opinion No. 2009 - 74570

W 03211A - 08-0622

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74569

Date: 1/14/2009

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

Complaint By: First: Betty M Last: Loufek

Account Name: Betty M. Loufek

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No W-01589A-08-0622

Jan 12, 2009

Betty M. Loufek
[REDACTED]

[REDACTED]

Email: None

Docket you wish to comment on: W-01589A-08-0622
Case or Utility Name: West Village Water Co.
Docket Number: W-01589A-08-0622
Position on Docket: Con

I am opposed to this water rate increase. It is outlandish huge appalling. So the Company does not own the water it pumps. I believe this is the time that the city of Flagstaff should start "Eminent Domain" proceedings; and fold the water pumps and lines into its water systems, this is going to have to happen sooner or later so why not now before he put our money into his system.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer to confirm receipt of opinion.
End of Comments

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Date Completed: 1/14/2009

Opinion No. 2009 - 74569

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 74557

Date: 1/14/2009

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

Complaint By: First: Susan Last: Detering

Account Name: Susan Detering

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. W-03211A-08-0622)

Received the following correspondence:

Susan L. Detering

[REDACTED]
Flagstaff, AZ 96001
[REDACTED]

January 6, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ 85007

Dear AZ Corporation Commission:

Please accept my letter as my personal comments for the 'Public Comment Form' regarding the Application for rate increase from Mr. & Mrs. Wayne Thompson dba West Village Water Co., docket 1-01589A-08-0622.

The customer notification I received in the mail from WVWC detailing a rate increase from a \$26.00 monthly flat fee to \$155.00 is exorbitant and unreasonable. I strongly encourage you to carefully audit the financial reasoning behind such a dramatic increase. The neighborhood serviced by WVWC is low-middle income with very modest properties. As a public school teacher who earns \$34,000 annually and pays \$1500 monthly on my mortgage, I cannot afford such a radical increase (\$312 annual flat rate increase to \$1860-nearly a 600% increase!). Facing such an increase I will be hard pressed to consider alternatives: a private cistern and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

filtration system would pay for itself in 2 years, as would hooking into city water - readily available directly behind my property.

Additionally, the time-sensitive notification letter bears no date. Exclusion of this vital information leads me to question the ethics of Mr. Thompson's business dealings. If WVWC has indeed experienced an operating loss, I propose this loss be due to poor planning and business strategy on the part of Mr. Thompson. I strongly encourage an audit of their financial situation.

As an environmentally conscientious consumer I make great efforts to conserve water in my home. At the very least, I would like to see a reasonable flat rate increase (2%-3% annually) that rewards conservative water paired with significantly higher fees based upon gallons consumed. This rate scale would encourage water conservation, a reality for the future of all Arizona residents.

Thank you.

Sincerely,

Susan L. Detering
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/14-

I called customer and left a voice mail message acknowledging receipt of her correspondence. I mentioned that her Opinion would be entered into our database for the record and her Opinion would be docketed so that the Commissioners would have an opportunity to read her concerns before rendering their decisions. FILE CLOSED.

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards West Village Water Company - W-03211A-08-0622.

End of Comments

Date Completed: 1/14/2009

Opinion No. 2009 - 74557

W-03211A-08-0622

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74558

Date: 1/14/2009

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

Complaint By: First: Arthur & Donna Last: Molina

Account Name: Arthur & Donna Molina

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: West Village Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. W-03211A-08-0622)

I received the following correspondence:

I cannot believe that the corporation commission is once again ever giving consideration to allow WWV, Mr. Thompson, yet another increase. This increase would be endowed under the guise of the system needing repair and to help Wayne Thompson pay off a loan. These excuses were used the last two times Mr. Thompson requested an increase, and in both times no improvements were ever made, and the loan remains. The only improvement made to the well was having a pump replaced - and this only after the pump in use failed completely! No promised improvements were ever accomplished after the past increases.

I am fortunate enough not to have too much contact with Mr. Thompson, my neighbors on the other side of the road have not been so fortunate. When I did have an occasion to talk to Mr. Thompson while working t Aspin Mini Storage I found him to be arrogant, self centered bigoted, and greedy! Demanding can be another adjective to describe Mr. Thompson.

Making an increase to us customers of 310% will have an adverse affect on us, our properties, and the neighborhood. The high cost of our water alone will decrease our property values! Who would want to buy a home where the water rates are the highest in Arizona? If forced to pay such an exorbitant rate I would simply let my yard plants and garden die, Im sure other neighbors would as well - thus having an adverse affect on property valuation. I agree with neighbors who feel that there needs to be an audit of the business known as West Valley Water.

Another concern I have is the quality and purit of our water. It is very rare that I can take a drink directly out of the faucett. I usually end up filtering my water but have concerns for my family's health, that of my neighbors, and our pets. I cant believe that we have to trust Mr. Thompson to provide "safe " water . I would rather drink city water.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

AZ Corp Commission
Consumer Services Dir
1200 W. Washington St.
Phoenix, AZ 85007
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called customer (Mrs. Molina) to acknowledge that we received their correspondence and that her Opinion would be docketed in our database for the record. Also, her Opinion would be docketed so that the Commissioners would have an opportunity to read their concerns prior to rendering their decisions. Customer was thankful for the call placed to them regarding receiving their correspondence. FILE CLOSED.

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards West Village Water Company - W-03211A-08-0622.

End of Comments

Date Completed: 1/14/2009

Opinion No. 2009 - 74558
