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ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM RECEIVED

Investigator: Al Amezcua

Phone: [REDACTED] 3-5 Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 - 75113

Date: 1/30/2009

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

Complaint By: First: John Last: Baptista

Account Name: John Baptista Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

City: Chino Valley CBR: [REDACTED]

State: AZ Zip: 86323 is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cordovana Contact Phone: (928) 636-4675

Nature of Complaint:

1/30/09 received correspondence

January 24, 2009

[REDACTED]

Phone: [REDACTED]
Email: [REDACTED]

Arizona Corporation Commission
DOCKETED

FEB 05 2009

DOCKETED BY [Signature]

Docket you wish to comment on: Rate Increase
Case or Utility Name: Appaloosa Water Co.
Docket Number: W-03443-08-0313
Position on Docket: Con

Since purchasing the Appaloosa Water Co., Joshal Enterprises has extended the water line to their commercial Windmill Farms facility, resulting in significant fluctuations to the water pressure of the existing residential homes. During this extension of the water line, they have flagrantly disregarded both state and local regulations. The Mayor of Chino Valley, outraged by their actions, has written Joshal Enterprises a letter of reprimand.

Their egregious failure to comply with regulations designed to protect public health and safety raises serious concerns about Joshal Enterprises business ethics. Many residents myself included, believe that they have padded this request moving employees who have no function within the water company to that payroll.

I am asking this committee to thoroughly inspect their figures, to consider their disregard for regulations, and to deny this ludicrous 100% rate increase.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

1/30/09 Email response

January 30, 2009

RE: FAR WEST WATER & SEWER COMPANY

Dear Water Customer:

Your letter regarding the Far West Water & Sewer Company ("Far West") 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 Far West 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,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 1/30/2009

Opinion No. 2009 - 75113

W-03443A-08-0313

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75120

Date: 1/30/2009

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

Complaint By: First: Mark Last: Weaver

Account Name: Mark Weaver

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Chino Valley

CBR: [REDACTED]

State: AZ Zip: 86323

is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cordovana

Contact Phone: (928) 636-4675

Nature of Complaint:

1/30/09 Received correspondence

[REDACTED]
Chino Valley

Phone: [REDACTED]
Email: [REDACTED]

Docket you wish to comment on: W-03443A-08-0313
Case or Utility Name: Appaloosa Water Co.
Position on Docket: Con

This is a joke! Oil, commodities, stocks, real estate, corporate earnings are all down substantially, the CPI runs about 3% and Appaloosa Water requests a 100% increase! What is their justification for such an enormous increase on a necessity for everyone? This isn't even close to a reasonable increase. Appaloosa Water missed the lesson of what greed did to Wall St. Please help us. I will agree to a reasonable increase of 3% consistent with the CPI.

Thank you,
Mark Weaver

Mrs. Weaver filed additional comments,
I object to the 100% increase. It's hard times for everyone and this increase is unreasonable and unfair! This increase is out of line and should not be allowed.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

1/30/09 Response sent to Mr. and Mrs. Waver

January 30, 2009

RE: APPALOOSA WATER COMPANY

Dear Water Customer:

Your letter regarding the Appaloosa Water Company ("Appaloosa") 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 Appaloosa 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,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 1/30/2009

Opinion No. 2009 - 75120
