

W. 03443A-08-0312
W. 03443A-08-0177



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ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74945 Date: 1/27/2009

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

Complaint By: First: Laurie Last: Olsen

Account Name: Laurie Olsen Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Chino Valley

CBR: [REDACTED]

State: AZ Zip: 86323

is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/27
The requested rate increase is unreasonably high and should not be granted. In a time of national financial crisis a major increase is fiscally unsound
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/27
Acknowledged receipt of opinion and advised customer that the comments would be made a part of the case and the Commissioners would have an opportunity to view them before a decision is rendered.
End of Comments

Date Completed: 1/27/2009

Opinion No. 2009 - 74945

Arizona Corporation Commission

DOCKETED

JAN 30 2009

DOCKETED BY [REDACTED] NR

AZ CORP COMMISSION
DOCKET CONTROL

2009 JAN 30 P 4: 18

RECEIVED

W-03443A-08-0313

W-03443A-08-0177

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75040

Date: 1/28/2009

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: [REDACTED]

City: Chino Valley

CBR: [REDACTED]

State: AZ **Zip:** 86323

is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-03443A-08-0313

From: John [mailto:[REDACTED]]
Sent: Tuesday, January 27, 2009 3:14 PM
To: Utilities Div - Mailbox
Subject: Water rate increase by Appaloosa Water Company

Received the following email:

Since purchasing te Appaloosa Water Co., Josal 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 the extension of the water line, they have flagrantly disregarded both state and local regulation. The mayor of Chino Valley, outraged by their actions, has written Joshal Enterprises a letter of reprimand.

Their egregious failure to comply with regulations desigend to protect public health and safety raises serious concerns about Josal 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 ludricous 100% rate increase.

End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

1/29 I called customer and asked him about the issues he has listed on his correspondence. Customer said he rarely experiences low water pressure but has heard others (hearsay) in the neighborhood complaining about it via their Home Owner's Association meetings he attends. Customer did mention that the City of Chino Valley was upset as the owner of the water company went under the city road without seeking permission to install a mail line.

Customer is not in favor of the big proposed rate increase and is happy that the Commissioner will be reading his concerns.

I told customer that his Opinion would be entered into our database for the record. His Opinion would be docketed so that the Commissioners would have an opportunity to read his concerns prior to rendering their decision.

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Appaloosa Water Company - Docket No. W-03443A-08-0313. FILE CLOSED.

End of Comments

Date Completed: 1/29/2009

Opinion No. 2009 - 75040
