

W-01445A-08-0440



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ORIGINAL

ARIZONA CORPORATION COMMISS. ...

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 77654

Date: 3/19/2009

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

Arizona Corporation Commission  
DOCKETED

MAR 20 2009

Complaint By: First: Larry

Last: Consolver, SRet, DAV

Account Name: Larry Consolver, SRet, DAV

Home: (000) 000-0000

DOCKETED BY [Signature]

Street: [REDACTED]

Work:

City: Lakeside

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Water Company

Division: Lakeside

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN MAYES OFFICE - OPINION OPPOSED (AZ WATER NORTHERN GROUP):

RE: Docket No. W-01445A-08-0440

From: Larry Consolver [mailto:[REDACTED]]  
Sent: Saturday, March 14, 2009 10:04 AM  
To: Stump-Web; Kennedy-Web; Mayes-WebEmail; Newman-Web; Pierce-Web  
Subject: AZ Water Company Docket No. W-01445A-08-0440  
Importance: High  
Sensitivity: Personal

RECEIVED  
2009 MAR 20 A 9:00  
AZ CORP COMMISSION  
DOCKET CONTROL

14 March 2009

Please note this firm has customer service issues.

1. Billed around the 15th and payment due within 10-12 day's. Very unreasonable should have at least 29 days from billing date.
2. No EFT payment method-Only offers a Saver Plan where they bill your checking account-Bills vary not a good deal for the average customer.
3. Charge late fee's, but will not confirm or prove payment was late. They use the Mail so payments made on due date by mail are "On Time".
4. Executive Management attitude is very poor dealing with customers. Water Service has been good and local office very nice and easy to deal with.
5. Believe this company should not be granted an increase of anywhere near 25%, but are certainly inline for

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one in the 5 or 8%. Executive Management pay should be carefully reviewed over the past 5 years and made public.

Respectfully Submitted,

Larry Consolver, SRet, DAV  
Lakeside, AZ

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Email to Customer:

March 19, 2009

Dear Larry Consolver, SRet, DAV;

Your email in regard to the Arizona Water Company ("Arizona Water or Company") rate case sent to Chairman Mayes office has been received and assigned to me for further handling. An opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") on your behalf to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered in the Company's application. The concerns raised from customers assist the Commission within 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 both; 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 the time you have taken to express your comments and concerns 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]

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
CLOSED  
\*End of Comments\*

**Date Completed: 3/19/2009**

**Opinion No. 2009 - 77654**

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