

W-03211A-08-0621



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

47
60

Investigator: Guadalupe Ortiz

Phone: (██████████) 209-██████████ **Fax:** ██████████

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 - 74842

Date: 1/23/2009

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

Complaint By: First: Ladd & Lena Last: Steele

Account Name: Ladd & Lena Steele

Home: (██████████) ██████████-██████████

Street: ██████████

Work: Arizona Corporation Commission

City: Flagstaff

CBR: DOCKETED

State: AZ **Zip:** ██████████

is: APR - 6 2009

Utility Company: West Village Water Company

DOCKETED BY

Division: Water

Contact Name: ██████████

Contact Phone: ██████████

Nature of Complaint:

*****ALSO REFER TO ACC COMPLAINT NO. 74900*****

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

Docket No. W-03211A-08-0621

We have been residents of Dunnarn St. and customers of the West Village Water Company; Ladd for 40 years and Lena for 17 years. We are opposed to the proposed rate increase for our residential water service for several reasons.

The last time Mr. and Mrs. Wayne Thompson ciba West Village Water Co. were granted a rate increase was in 1997. At the time of the request, West Village Water Company stated that the infrastructure was in need of repair and the rate increase was passed with the understanding that the water company would be updating the system with a new water main, new taps, and new meters. This work was never done. Adam's Trenching repaired a water leak in the main line prior to 2000; however, the main water line, taps and meters have not been replaced. This was reconfirmed on December 29, 2008 by the plumbing company that West Village Water Company contracted to diagnose a water leak at our residence when he stated that the meters were old and from the 1960's.

We could agree to a rate increase of 1-3% ONLY after the work that was to be completed with the last increase is finished. The astronomical rate increase request of over 310.85% is an indication of the poor management of West Village Water Company. Coidwell Banker manages the company and has several times either "forgotten" to credit an account with a payment or has actually lost payments that have been made to the company. In addition, after water service has been disconnected, customers are being charged \$150.00 for the reconnect fee instead of the \$40.00 stated on their current rate schedule. (I have enclosed a copy of the bill showing the reinstatement fee if water is disconnected).

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There have been several times when we have been without water because of the West Village Water Company's failure to monitor the system. One time in particular was in 2004. Several complaints were filed at the time as well as the local news doing a story on the incident. The customers of the water company were without running water for over 3 days without warning or communication from the company of when service would be restored when the approximate 25,000 gallon water tank ran out of water.

If the rates are increased as The West Village Water Company is asking, the cost of water will put it out of reach for most of the residents. This increase request would change our average water bill of \$55 per month to at least \$155 per month. We would not be able to afford water in our home no matter how little we used. Some neighbors are talking about installing cisterns; others are talking about buying water tanks and having water hauled.

Over the years, Mr. Thompson has tried to sell the water company. In speaking with business constituents interested in purchasing the company, Mr. Thompson wanted to sell the company but refused to sell the well or the land the well was on. No business person in their right mind would buy the water company without the well or the land it is on.

In other conversations with business people in the community and in the water industry, Mr. Thompson has made comments to them saying that he is not worried about money about the water company because he will just go to the corporation commission and tell them he needs a big increase or the residents will have no water. As a customer, I ask you to please not give into his threats of not providing the water service. Please make West Village Water Company be responsible for not doing the needed repairs they said they would do with the last rate increase.

West Village Water Company has not been forthright in its fee schedule or in doing the work they said would be done to the system with the last increase. Please deny the rat%

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

*****ALSO REFER TO ACC COMPLAINT NO. 74900*****

1/23/2009 @3:45pm - Left Message - Called customer, confirmed receipt of their letter and requested a return call. Left my name and telephone number.

1/23/2009 @3:14pm - Received a return call from customer. Confirmed receipt of customer's letter and explained that an opinion will be filed on her behalf and docketed with the Docket Control center of the Commission to be made part of the record. Further explained to the customer that the Commission will take her comments and concerns into consideration before a decision is rendered in this matter.

Customer appreciates the Commissions consideration in this matter. CLOSED

End of Comments

Date Completed: 1/26/2009

Opinion No. 2009 - 74842
