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ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED] 29

Priority: Respond Within Five Days

Opinion No. 2009 79301

Date: 5/29/2009

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

First: Last:

Complaint By: Charles Hill & Dr. Miki Paul

Account Name: Charles Hill & Dr. Miki Paul

Home: (5) [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Parker Lakeview Estates Homeowners Association, Inc. d/b/a

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Arizona Corporation Commission

Document # W-01853A-09-0226

May 29, 2009

Dear Commissioners:

Arizona Corporation Commission

DOCKETED

JUN 2 2009

DOCKETED BY [Signature]

2009 JUN -2 A 9:50
ARIZONA CORPORATION
COMMISSION
DOCKET CONTROL

RECEIVED

My wife and I as property owners are writing this letter to oppose the water rate hike at Parker Lakeview Estates. The past elected officials for the parker water company have mismanaged our funds. They use our money to rent wood chippers to help clear debris from individual properties. Wood chipper was rented for three years in row at \$700 per weekend. They use money to buy gas once a year to weed wack the weeds six feet on each side of our roads. They claim it helps suppress fire. Without property owner's permission, they have spent money (\$500) to retain a lawyer to assert that Parker Lakeview Estates is a HOA community. The lawyer concluded that the HOA is only for the Water Company, but not for the community or anything else. Several property owners told our Parker Water Company elected officials the same information, but they did not believe us and spent water company money. Our elected officials drew down our expenditure account in December 2008 to \$2.46 as shown on the latest P&L statement, however the P&L statement did not account for money in the saving account. The previous P&L statement shows \$12,000 in the account.

We believe we as a community, Parker Lakeview Estates, can solve our short cash flow crisis our selves without the commission raising our rates. Our current and pass elected officials need to be more professional and held more accountable to the community and not mismanage the water company money. We are sure with the right management team in place we can solve our own problems.

Property owner lots 1 [REDACTED]

Charles Hill & Dr. Miki Paul

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]
Tucson Arizona 85745
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 26, 2009

Charles Hill & Dr. Miki Paul

[REDACTED]
Tucson Arizona 8 [REDACTED]

RE: PARKER SPRINGS WATER COMPANY
DOCKET NO. W-01853A-09-0226

Your opinion regarding the Parker Springs Water Company ("Parker Springs") 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 Parker Springs 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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers W-01853A-09-0226

End of Comments

Date Completed: 5/29/2009

Opinion No. 2009 - 79301
