



ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 79484

Date: 6/4/2009

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

Complaint By: First: William L. Last: Thomas

Account Name: William L. Thomas

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Tucson

CBR: [REDACTED]

State: AZ Zip: 85734

is: E-Mail

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

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

William L. Thomas

Tucson, AZ 85[REDACTED]

June 4, 2009

Arizona Corporation Commission
1200 W Washington St
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

JUN - 8 2009

DOCKETED BY [Signature]

RECEIVED
2009 JUN - 8 A 11: 54
AZ CORP COMMISSION
DOCKET CONTROL

Doc No.: W-01853A-09-0226

Bar Code: 0000098269

Dear Sir or Madam:

I am writing in response to the Rate Application filed by Parker Lakeview Estates HOA, Inc., Db a Parker Springs Water Company.

I am a homeowner in Parker Lakeview Estates and have been unable to obtain water, all while complying with AZ Corporation Commission guidelines. I filed an application for water service along with the required remittances in Aug of '07 only to be denied due to the water company requesting a septic tank certification at my expense. At the time, I spoke with Reg Lopez of the AZ Corporation Commission, Tucson office. He agreed this was not a requirement and in turn called the water company to discuss the issue. He mentioned he had spoke with Mr. Spain, although not being the friendliest of conversations, and let him know that was not a valid reason for denying service. I again tried to move the process to the next step, only to be denied again. My check was returned, torn in half. I do not feel a septic system is required for water service and I do not see where a certification is required for a system that has been installed for a number of years, and is in working condition. I feel anybody wanting to start building, should also be able to obtain water prior to having a septic system installed. The water company imposes this inspection as evidenced on page four of the rate application

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

under the response for, Efforts made to encourage conservation of water through the proposed rate design or through other means, "the Utility requires inspection of on-site wastewater disposal systems before water service is turned on". As for their growth/decline in customers, I feel they are discouraging new customers, so the prospective builders they are anticipating may be optimistic. I feel prior to granting any increases, the water company should abide by the guidelines and representatives of the Corporation Commission. (Please see attached documents)

I would also like to bring to attention that I feel there is a misuse of funds. To the best of my knowledge, there is no longer an active homeowners association (HOA) contrary to the name "Parker Lakeview Estates HOA, Inc". I have never paid any dues, nor have I been asked to since becoming owner some years ago. The water company held a grass and brush clean-up event. I saw this as a nice service that a wood chipper was provided and took advantage of the opportunity. Later I found this was paid for by the water company, yet as explained above, I am not a customer of the water company. I was allowed and encouraged to participate. This was repeated the next year and again as a non-customer I participated. I have also attended one of the water company's meetings in which there was a discussion about paving the roads in the area. I do not see where this is a benefit as roads leading into the area is a dirt/gravel base. This is a nicety, and a cost that should not be burdened by the water customers.

As I was reviewing the rate application for increase, I noticed on page three under "Significant factors influencing your revenues", there was a statement "We have also been faced with unexpected legal costs. I also noticed a receipt for attorney fees due to a "threatened" law suit. I do not understand the logic of spending \$500 on a law suit that you are speculating on happening. Once papers are served, I could understand, but not on a threatened suit. Should the water company continue to treat potential customers as they have me, I would think there may be more anticipated law suits and maybe these should be expected instead of unexpected. I would also think the Arizona Corporation Commission could also be held partly liable since they are the governing body. Should I decide in the future to occupy the place on a full time basis, I too may decide to pursue that route.

Again I urge you to deny any rate increase until the time the water company complies with the guidelines of the Arizona Corporation Commission and its representatives such as Reg Lopez. Also, please review any charges, charged to the water customers that I feel are not responsibilities of the water company. As a non-customer, I have no voting rights for any officers and any business actions taken by the board. This again would indicate this is not a homeowners association. The fees associated with these projects are fees that would normally be considered by an HOA.

With the increases petitioned for, it precludes an individual from terminating service for part of the year, as it would cost the same for re-establishment of service, as if they were to pay every month whether they use water or not. A re-establishment charge of \$40 per month for the months the service is off could cost more than a new install if the service is off for a full year. I find most of these increases are excessive. I question some of the decisions made by the officers in charge, yet I have no voting rights to try and change the situation. Please consider these points of attention when rendering your decision for rate increases by Parker Springs Water Company.

Sincerely,
William L Thomas
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

June 4, 2009

William L. Thomas

Tucson Arizona

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: 6/4/2009

Opinion No. 2009 - 79484

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: (520) 628-6550

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 79380

Date: 6/2/2009

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

Complaint By: **First:** Tom **Last:** McBride

Account Name: Tom McBride

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Patagonia

CBR:

State: AZ **Zip:** [REDACTED]

is:

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

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

Tom McBride a property owner of Parker Springs (Parker Lake View Estates HOA Inc) called the ACC to oppose a rate increase of 46% for Parker Lakeview Estate HOA Inc. He stated that only four full time families are living there, and the community has thirty three cabins. He wants to make it clear that he honors a smaller rate increase but that 46% is too high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/2 Customer comments entered for the record and filed with Docket Control.

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

6/4

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Parker Springs Water Company Docket No. W-01853A-09-0226 FILE CLOSED.

End of Comments

Date Completed: 6/3/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

 2009 - 79380 











ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 78883

Date: 5/13/2009

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

Complaint By: First: Greg Last: Saxe

Account Name: Greg Saxe Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Tucson CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: [REDACTED]

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

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

(W-01853A-09-0226)

Customer is opposed to this proposed rate increase and is not happy especially with the Connection charge increasing from \$350 (refundable) to a \$450 (non-refundable) charge.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I told customer that his comments 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 before rendering their decision. FILE CLOSED.

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Parker Lakeview Estates Homeowners Association, Inc. d/b/a Parker Springs Water Company Docket No. W-01853A-09-0226.

End of Comments

Date Completed: 6/4/2009

Opinion No. 2009 - 78883