

W-01902A-09-0293



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ORIGINAL

ARIZONA CORPORATION COMMIS.
UTILITY COMPLAINT FORM

4700

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 79621

Date: 6/11/2009

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

First:

Last:

Complaint By: Michael W

Godwin

Account Name: Michael W Godwin

Home:

Street:

Work: (000) 000-0000

City: Vernon

CBR:

State: AZ Zip: 85940

is:

Utility Company: T.K. Water Service (Timber Knoll Homeowners Association, I

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

6/11/09
W-01902A-09-0293
(Timber Knoll Homeowners Association, Inc)

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

Commission,

Arizona Corporation Commission
DOCKETED

JUN 10 2009

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCKET CONTROL

2009 JUN 16 P 3:58

RECEIVED

I have reviewed the application from TK Water Service in Vernon AZ @ and have the following comments.

The fees for reconnecting delinquent service is not appropriate not only is the rate for after hours reconnection less than that of establishment of service but the fees do not adequately reflect the expense of handling a delinquent process. I am not aware if there are limitations the water service can charge for these services. If there is not a limitation or if the limitation is for a dollar amount above the request in the application, I strongly urge the Commission to consider raising the amounts related to reconnections of delinquent accounts.

My recommendation is at least twice the standard connection fees or the maximum allowed by the Commission.

Respectfully,

Michael W. Godwin
Resident of the TK Water Co. Service area.

ARIZONA CORPORATION COMMISSION
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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/11/09 I left a voice mail message for Mr. Godwin. I advised him that his letter regarding the TK Water Co. Service dba Timber Knoll Homeowners Association, Inc 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 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. CLOSED.

End of Comments

Date Completed: 6/11/2009

Opinion No. 2009 - 79621
