

W-01906A-09-0283



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ORIGINAL

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM RECEIVED

4700

Investigator: Al Amezcua

Phone: 2009 JUL 31 P 4: 00

Fax: (

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2009 - 80743

Date: 7/30/2009

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

Complaint By: James Free

Account Name: James Free

Home:

Street:

Work: (000) 000-0000

City: Sierra Vista

CBR: e:

State: AZ Zip: 85635

is: E-Mail

Utility Company: East Slope Water Company(Bob B Watkins dba)

Division: Water

Contact Name: Nathan Watkins

Contact Phone: (

Nature of Complaint:

7/30/09 received correspondence from Mr. Free

James Free

Arizona Corporation Commission DOCKETED

JUL 31 2009

Phone:
Email:

DOCKETED BY [Signature]

Docket you wish to comment on: Emergency Water Rate Increase/Surcharge
Case or Utility Name: East Slope Water Company
Docket Number: W-01906A-09-0283
Position on Docket: Other

We are so please with the service we have had with East Slope Company. They have always been prompt to address any problems we have had, which have been minor and very few and far between!

I do feel that this rate increase is excessive. I cannot believe and company would be operating without putting aside for future expansions and repairs when needed. I understand the need for a moderate increase in service due to the increase in operating expenses but a 50% increase would have a major effect on my budget. I sincerely hope that this increase in rates can be considerably lower and still provide for East Slope's needs.

Thank you.
James Free
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

July 30, 2009

RE: EAST SLOPE WATER COMPANY

Dear Water Customer:

Your letter regarding the East Slope Water Company ("East Slope") 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 East Slope 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

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 7/30/2009

Opinion No. 2009 - 80743

W-01906A-09-0283

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 80744

Date: 7/30/2009

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

First:

Last:

Complaint By: Deborah

Morris

Account Name: Deborah Morris

Home:

Street:

Work: (000) 000-0000

City: Sierra Vista

CBR

State: AZ Zip: 85635

is: E-Mail

Utility Company: East Slope Water Company(Bob B Watkins dba)

Division: Water

Contact Name: Nathan Watkins

Contact Phone:

Nature of Complaint:

7/30/09 received correspondence from Ms. Morris

Deborah Morris

Phone:

Email:

Docket you wish to comment on: Emergency Water Rate Increase/Surcharge

Case or Utility Name: East Slope Water Company

Docket Number: W-01906A-09-0283

Position on Docket: Other

The increase is too much at one time. We are on a limited income with no increase in the near future. It is inconsiderate that you would hold the hearing in Tucson (100 miles away) on our subject matter. Please consider that this is an affordable housing area with poor people barely making a living.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

July 30, 2009

I left a detailed voice mail message for the customer and provided the following information.

Your letter regarding the East Slope Water Company ("East Slope") 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The Commission will consider your comments before a decision is rendered in the East Slope 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

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 7/31/2009

Opinion No. 2009 - 80744

W-01906A-09-0283

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 80700

Date: 7/29/2009

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

Complaint By: First: Carol Last: Bentencourt

Account Name: Carol Bentencourt

Home:

Street:

Work: (000) 000-0000

City: Sierra Vista

CBR:

State: AZ Zip: 00000

is:

Utility Company: East Slope Water Company(Bob B Watkins dba)

Division: Water

Contact Name: Nathan Watkins

Contact Phone:

Nature of Complaint:

7/29/09 Per Ms. Bentencourt she opposes the rate application filed by her water provider. "We are upset that the hearing is going to be held in Tucson instead of Sierra Vista. The water company and the consumers are located in Sierra Vista. We have no means of traveling to Tucson." We request to move it from Tucson to Sierra Vista.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/29/09 I advised Ms. Bentencourt that her comments would be noted for the record and I would pass her message along to Commission staff. Her comments regarding the East Slope 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.

End of Comments

Date Completed: 7/29/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 80700

W-01900A-09-0183

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 80701

Date: 7/29/2009

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

Complaint By: **Pauline Rogers**

Account Name: Pauline Rogers

Home: (520) 456-8865

Street:

Work: (000) 000-0000

City: Sierra Vista

CBR:

State: AZ **Zip:** 85650

is:

Utility Company: East Slope Water Company(Bob B Watkins dba)

Division: Water

Contact Name: Nathan Watkins

Contact Phone:

Nature of Complaint:

7/29/09 Per Ms. Rogers she received a notice about a proposed rate increase. She opposes the increase and feels that \$20 more a month is not a good thing. She would understand it more if it would be \$10. Their water service is not that good. Please deny their high request.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/29/09 I advised Ms. Rogers that her comments regarding the East Slope Water Company "East Slope" 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 East Slope 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.

End of Comments

Date Completed: 7/29/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 80701
