

W 02327A-09-0284



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80796

Date: 8/4/2009

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

Complaint By: First: Les Last: Jones

Account Name: Les Jones

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sierra Vista

CBR: [REDACTED]

State: AZ Zip: 85650

is: Cellular

Utility Company: Antelope Lakes Water Company, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W 02327A-09-0284

Consumer against the size of the increase but feels there should be a regressive billing.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 8/4/2009

Opinion No. 2009 - 80796

Arizona Corporation Commission
DOCKETED

AUG - 4 2009

DOCKETED BY [Signature]

RECEIVED
2009 AUG - 4 P 3:57
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80770

Date: 8/3/2009

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

Complaint By: First: Henry Last: Rilling

Account Name: Henry Rilling

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sierra Vista

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Antelope Run Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Comment for file with the Arizona Corporation Commission hearing
Docket # W-02327A-09-0284:

To be read by the commission and put on the E-Docket function.

To all concerned about Antelope Run Water Company's request to TRIPLE water rates in the Sierra Vista area.

1. I sincerely hope that enough people will take their day off of work to drive up to Tucson to complain about such an outrageous rate increase. This begs the question of why a Commission that exists to serve local populations would hold the meeting other than locally. It is as arrogant a position as could be recorded in public service as can be imagined. It says that the few on the commission (who would be reimbursed transportation cost for travel to Sierra Vista) are more important than the public (whom they serve) who have to take off work and pay their own gas to attend the meeting in Tucson. There are over 1000 persons who are customers in Sierra Vista. It will be an interesting story in the local newspaper, The Herald, when it documents how many (or few) took off work and drove to Tucson to protest such a travesty.

2. Locals who know the owner of the 3 water companies say that he is an incompetent. Those who know him could testify that he complains that it would cost \$20,000 for his companies to raise rates and so he has delayed this long. His 'highball' request for emergency funds should be denied or cut by much more than the half that he hopes to get from the commission. His very statements to that effect should be investigated. If his management proves his incompetence, then he should be allowed to go bankrupt rather than raising rates to triple the going rate. It wouldn't be long before the companies would be purchased out of bankruptcy. Water is a precious resource and there are many national and international water companies consolidating small mismanaged water companies like this one.

3. It should not be necessary to point out to the Commission that taxes and rates on everything are going up during a time of shrinking jobs and stagnate salaries. Their decision should not be done in isolation to the weakening economy. They must do their part in keeping costs low. They must question any request from a

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company that looks to emergency funds to bail them out of poor planning and management.

4. It is incomprehensible that this water company has not requested a rate hike since 1988, and it proves incompetence that the management wants to submit for a rate hike AFTER this attempt to get a wad of money for repairs. It seems to have no idea how much to ask for in a rate increase at this time, and there is no limit imposed on how long the emergency surcharge would last.

5. The commission should deny any surcharge and ask for a detailed request for a modest rate hike and then investigate how much padding that request contains. They should not let incompetent water companies exist. It is their responsibility to protect the public from water companies that have not been able to justify rate increases since 1988 and have run themselves into the ground.

Henry Rilling


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/3/09 I contacted consumer and informed him that his opinion had been received and will be filed in the docket. He appreciated the follow up call. Closed

Filed in docket no. W-02327A-09-0284

End of Comments

Date Completed: 8/3/2009

Opinion No. 2009 - 80770
