

W-01431A-09-0360

ORIGINAL



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80592

Date: 7/23/2009

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

Complaint By: First: Olivia Last: Morales

Account Name: Olivia Morales

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Nogales

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

****DOCKET NO. W-01431A-09-0360****

Customer called to oppose rate increase for Valle Verde Water Company. She stated that her water bill is already too high and the service they are receiving is poor.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/23/2009 Opinion noted and filed in docket no. W-01431A-09-0360.

7/27/2009 Opinion has been docketed by Carmen Madrid.

File Closed

End of Comments

RECEIVED
2009 JUL 27 P 4: 07
AZ CORP COMMISSION
DOCKET CONTROL

Date Completed: 7/27/2009

Opinion No. 2009 - 80592

Arizona Corporation Commission

DOCKETED

JUL 27 2009

DOCKETED BY: [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80628

Date: 7/27/2009

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

Complaint By: First: Raquel Last: Garcia

Account Name: Raquel Garcia

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Nogales

CBR:

State: AZ Zip: 85601 [REDACTED]

is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. W-01431A-09-0360.)

Customer is opposed to this proposed rate increase of 150%. Customer is very concerned about the fact that this water company was serving TCE in its water sources until the company was caught. Customer is strongly opposed to this rate increase.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I thanked customer for calling and told customer that his opinion would be entered into our database for the record. Also, his opinion will be docketed so that the Commissioners will have an opportunity to read his Opinion prior to rendering their decision. FILE CLOSED.

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

End of Comments

Date Completed: 7/27/2009

Opinion No. 2009 - 80628

W-01431A-09-0360

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80608

Date: 7/24/2009

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

Complaint By: First: Jesus Last: De la Rosa

Account Name: Jesus De la Rosa

Home: ---

Street: 2617 N. ...

Work:

City: Nogales

CBR:

State: AZ Zip: 85621

is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Customer not happy with the huge rate increase that this company is asking for (150%). It is an outrageous amount and this should not be allowed. Customer is on limited income with financial debt already draining them as homeowners. Customer is adamantly against this proposed rate increase. Furthermore, customer said that this water company has had poor quality of water for over 20 years which requires this customer to order bottled water for drinking purposed. Customer is asking the Commissioners to not approve his latest rate increase proposal.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for calling and told customer that their opinion would be entered into our database for the record. Also, their opinion will be docketed so that the Commissioners will have an opportunity to read their Opinion prior to rendering their decision. FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

End of Comments

Date Completed: 7/24/2009

Opinion No. 2009 - 80608