

W 02031A-09-0285



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

47
60

Investigator: Brad Morton

Phone: [REDACTED] 4: 12

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 - 80863

Date: 8/5/2009

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

Complaint By: First: Frank Last: Buono

Account Name: Frank Buono

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sierra Vista

CBR:

State: AZ Zip: 85635

is:

Utility Company: Indiada Water Company, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W 02031A-09-0285

August 4, 2009

To: Arizona Corporation Commission
ATTN: Bradley Morton
Re: Docket No. W-02031A-09-0285, Indiada Water Company

Arizona Corporation Commission
DOCKETED

AUG - 5 2009

DOCKETED BY [Signature]

Dear Commissioners:

As a customer of Indiada Water Company, I request that you reject or substantially reduce that company's request for an "emergency increase/surcharge." The Company's notice of their request states that "[S]uch surcharge would increase the average monthly customer bili (sic), based on 8000 gallons of usage, from \$39.50 to \$62.80."

A simple mathematical calculation reveals that this "increase/surcharge" is a 59.98% increase for a user with 8000 gallons per month. This is nothing less than irresponsible, inequitable, excessive and outrageous.

If, in fact, the Company's water system has "severe water shortage..." then the Commission, should it grant any of the requested increase, must, at a minimum, prohibit Indiada Water Company from making any further connections, or accepting any new customers.

A utility like Indiada that seeks a 60% rate increase due to water shortage surely is not able to accept new hookups in its service area. If the Company refuses to refrain from adding new customers, then it is logical to conclude that there is no shortage so compelling that rates for an average existing customer must rise by 60%. In short, if the water shortage is so extreme as to merit a 60% rate increase, then there is not enough water for any new connections. An approved rate increase should thus limit Indiada's ability to increase the demand for

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the severely short supply of water. [REDACTED]

Frank Buono
[REDACTED]

Sierra Vista AZ 85635
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Consumer called to acknowledge receipt of opinion.

End of Comments [REDACTED]

[REDACTED]
Date Completed: 8/5/2009

Opinion No. 2009 - 80863

[REDACTED]

[REDACTED]