

WS.01678A.09.0376

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

47
CO

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80923

Date: 8/7/2009

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

Complaint By: **First:** Marilyn **Last:** Lowder

Account Name: Marilyn Lowder

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Tubac

CBR:

State: AZ **Zip:** [REDACTED]

is:

RECEIVED
2009 AUG 11 A 9:29
AZ CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: Baca Float Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED] Arizona Corporation Commission

Nature of Complaint:

DOCKETED

8/7/2009 REFERRED FROM COMMISSIONER PIERCE'S OFFICE:

AUG 11 2009

RE: WS-01678A-09-0376

DOCKETED BY [Signature]

-----Original Message-----

From: [REDACTED]
To: newman-web@azcc.gov; peirce-web@azcc.gov; mayes-web@azcc.gov; kennedy-web@azcc.gov; stump-web@azcc.gov
Sent: Thu, Aug 6, 2009 11:42 pm
Subject: WS-01678A-09-0376

Dear Sirs and Madam, Many of us down here in Tubac are very concerned about the proposed raise in our water rates and wish to please request a formal hearing for the proposed 79.15% raise by Baca Float Water Company.

When I purchased my home in The Barrio de Tubac almost 10 years ago, I expressed concern about the high cost of water and sewer then and was told that when the development was built out, the cost of providing water would decrease because of more people paying into the system. One of the reasons the developers have given for the requested increase is because of mandated arsenic treatment, but we have been told several times by Baca Float that this was in place already, but was not needed as the arsenic level was within the guidelines.

Many of the residents in the Barrio leave for at least 6 months in the summer but are still charged a basic fee of at least \$50.

I would like to request that the hearings be held later in the year when residents return for the winter and we would so appreciate it if the hearings were held in Tubac at our Community Center.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Ms. Marilyn Lowder
[REDACTED]

Tubac, AZ [REDACTED]

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Dear Marilyn Lowder,

Your email dated, August 6, 2009 in regard to the rate application filed by Baca Float Water Company ("Baca Float Water") sent to Commissioner Pierce of the Arizona Corporation Commission ("Commission") has been received and will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered in the Baca Float Water rate case. Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. Please feel free to log on to our website by clicking on the following link <http://edocket.azcc.gov/edocket> to access our E-Docket database so you may monitor the status of the Baca Float Water rate case. The EDocket database will also allow you to access any filings made that apply to this matter, such as the rate application, opinions, procedural order's, etc.

Should you have any further questions related to this matter, please feel free to call me directly at [REDACTED] or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 8/7/2009

Opinion No. 2009 - 80923
