

W-01431A-09-0360



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**ORIGINAL**

**ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM**

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81073**

**Date:** 8/11/2009

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

**Complaint By:** **First:** PETITION **Last:** PETITION

**Account Name:** Arturo Garino, Vice Mayor of City of Nogales

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** [REDACTED]

**City:** Nogales

**CBR:** [REDACTED]

**State:** AZ **Zip:** 85621

**is:** Business

**Utility Company:** Valle Verde Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\*OPINION OPPOSED TO DOCKET NO. W-01431A-09-0360\*\*\*\*\*

The following letter contains a total of 318 signatures (308 Residential Customer's & 10 Commercial Customer's).

PETITION RECEIVED:

July 27, 2009

To: Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona

From: Valle Verde Water Company customers  
Nogales, Arizona

Arizona Corporation Commission

**DOCKETED**

AUG 11 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2009 AUG 11 P 3:59

RECEIVED

Reference: Valle Verde Water Company application for the adjustment in rates.

We, the undersigned are customers of Valle Verde Water Company who strongly oppose the rate increase and we strongly oppose the manner in which these rates will be imposed on us.

1. The letter we received indicates that monies are needed for arsenic removal. Has arsenic been found to contaminate our water system? It would be nice if the customers received at least quarterly reports about the water quality in the Valle Verde system.

2. It also indicates that the monies are for erosion problems and that water line improvements are needed. Yet we, the customers have not been presented with any design concept or any plans for future projects to justify that claim. Where are these numbers for expenditures coming from? One example: The Valle Verde

**ARIZONA CORPORATION COMMISSION**  
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neighborhood has small lines and no hydrants. If this is one area of improvement where are the figures outlining the cost for this project? Where are the plans for such project that would justify the expense?

3. In the year 2007, VOC contaminates invaded five of the wells which posed a health hazard to all customers and due to that incident in January 2008, the Southwest Utilities Management Co. applied for and added an emergency interim surcharge to our bill. According to the company that surcharge will eventually faze out but we have nothing in writing. Where does that come into play with the proposed rates?

4. No public hearings have been conducted with the residents in reference to possible rate hikes.

5. The rates have been compared to those of the City of Nogales. Valle Verde Water Co. present rates are higher than those of the city and will be so much higher compared to those of the city if these new rates take effect.

6. Warehouses and some businesses have the larger water lines. These businesses are barely surviving. The increase of 200 to close to 400% would be devastating for these businesses. Businesses we depend on for a stable economy.

The fact that these increases come at a time that the economy is in such crises and the amount of the increase is so extreme, in itself, warrants a hearing. Increases of small increments are understandable. But these high percentages would have a great impact on many families who are on fixed incomes and financially strained. As we stated before businesses would also be devastated with such sudden increases. It should not be the fault of the customer that this company was negligent for so many years. We ask that you please consider our situation and that with this letter you accept and grant us a hearing of this issue. We also ask that you consider holding such hearing in Santa Cruz County where all the customers are being impacted. If held in Tucson or Phoenix it would be difficult for most anyone to attend. We are confident that a facility could be made available for such hearing if necessary. If you need any further information or have any questions, contact persons will be Arturo Garino, Vice-Mayor for the City of Nogales and Valle Verde Water Company customer. Phone number [REDACTED] [REDACTED] or [REDACTED] or Cathy Garino at [REDACTED]

Thank you for your attention in this matter.

Concerned customers of Valle Verde Water Company.

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July 30, 2009

Please be advised that these signatures were collected in 2 days, due to the deadline of 15 days. We spoke to Jenny & Richard Martinez at your Tucson office and they indicated that 15 days would be July 31st. I hope you can accept these signatures for the opposition of the application request. A total of 15 lists with names have been submitted.

On the lists of residential alone 1067 total persons mostly children, reside under these addresses that would be affected by these increases.

On the business list a total of 94 apartments are this list that would affect 94 families.

On the business list you will see 27 businesses that would be affected.

Thanks for your attention in this matter.  
Arturo R. Garino [Catherine R. Garino  
\*End of Complaint\*

**Utilities' Response:**

**ARIZONA CORPORATION COMMISSION**  
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N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

Docketed to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed:** 8/11/2009

**Opinion No.** 2009 - 81073

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NAME OF CUSTOMER

Esther Solis  
 Elvia HERNANDEZ  
 JOSEPH MORALEZ  
 Rosa Lorena  
 Aldo A Ocegueda  
 Cecilia Martinez  
~~Cecilia Martinez~~  
 MARIA DEL SOCORRO CARRILLO  
 Becky Rodriguez  
 D. O'Neil  
 Edward H Zacharias  
~~Edward H Zacharias~~  
 Rosa Estia  
 M. Melva Aceneto  
 Carlos Hernandez  
 Victor Ramon Mada  
 RONELIO SOTO  
 ERNEST  
 ERNIE P. LOWE  
~~Ernie P. Lowe~~  
 PATRICIA Melendez  
 Leticia LEE  
 Raquel Garcia

NAME OF CUSTOMER

Robert & Yekanda Dubois  
 David & Patricia Moore  
 OLIVIA & ABRAHAM MOIS  
 Cecilia RAMOS  
 Louisa C. Larve  
 Cathy Scott  
 MANRIQUEZ  
 RAYON y ALEXANDRA  
 Patricia Bell  
 Francisca-Lelief  
 Luz V Duprey  
 Yelva M Vallegas  
 Jan Martin  
 Juan & Maria Tavela  
 Refugio B. Amos  
 Alex & Gracie Abuirre  
 George Ceccheta Costa  
 Jerry Smith  
 Paulino & Aida Dominguez  
 Paul and Lupe Sandoz  
 William Bartholomew  
 Miguel Ceisitas

NAME OF CUSTOMER

FRANCISCO DIAZ  
 Norma Gloria Haro  
 GRACIELA G. CADALLE  
 JOSE OSCAR LOPEZ  
 Danette Soto  
 Cecilia Juarez  
 Olga Requiza  
 Maria Luisa Cruz  
 No. Jimenez  
 M. Alicia Cota  
 Juan Enrique  
 Rosvelo R. Jimenez  
 Eduardo A. Alvarez  
 Gandy Garcia  
 Dagoberto Taylor  
 Amelinda Cruz  
 A. E. Montoya  
 [Signature]  
 [Signature]  
 Rodolfo FENTES  
 Ramon Garcia  
 Alberto MARTINEZ

NAME OF CUSTOMER

Zilda Gonzalez  
 Johana Echua  
 Mabel Acosta  
 FAMILIA JESUS MARTIN  
 EDILIA MARTINEZ  
 Jesusita Cuevas  
 Samuel Lopez  
 Samuel C. Valenzuela  
 Kimmel Carlo  
 Martin Campos  
 Oscar Chiqu  
 Aurora Gomez  
 Guadalupe Cota  
 Veronica Rios  
 Jose A. unluwela y.  
 Martha Martinez  
 Georgina martinez  
 Maria Martinez  
 Humberto A. Smith  
 Gabriela Mireles  
 Martin Duarte  
 Maria Verdia Gonzalez

NAME OF CUSTOMER

Carlos Lujan

Enrique Robles

Cesar U. Vences

Socorro Torres

Beatha Lopez

Chadempio Poir

Jorge C. Gonzalez

Juan Enriquez

Leo Felix

Miguel Ibarra

Alexenia Boyara

Cecilia Coulan

Martalicia Fier

Edmundo Enriquez

Ventura Diaz

Gustavo S. Casare

Gabriela Duan To

Ramona Niebla

Maria Rodriguez

Jose Galvan

Francisco Romero

Jesus Escobedo

NAME OF CUSTOMER

Ann K. Smith

Ruben Atondo

Julia Siqueiras

Romeo Leon

Rosario Atondo

Aracely Nuezagaya

Pedro Ochoa

Cruz Alberto Rocha

RENE Bezaire

HERIBERTO OLE

Loreen Felix

Yolanda Dominguez

MARIA-IBARRA

JOSE LUIS PRECIADO

Erin L. Sob

ELSA DELA RIVERA

SANDRA LUZUNZA

SOCEDAD PEREZ

Melanie A. Garcia

Antonio Santacruz

BEATRIZ E. CORELLA

KARA & ARIEL FIERRO

NAME OF CUSTOMER

Ana A. Coella  
 C. PANOUSOPOULOS  
 Jorge Maldonado  
 Pepe Baldenegro  
 Pablo Ruiz  
 ANA B. MOLINA  
 Gilberto Bracamonte  
 Luis H. Cruz (Toni)  
 Luz Elena Castillo  
 Esperanza J. Angulo  
 Alfonso J. Gomez  
 Jesus A. Rodriguez  
 Melinda J. Velasco  
 Manuel Blanes  
 Inma Luján  
 Lee Irons (Lee Irons)  
 Steve Irons  
 Deyan Salomon  
 Josema Salazar  
 Mc Carmen Cesena  
 Elena S. Pedemere  
 Alma Diaz

NAME OF CUSTOMER

Jesus E. Basuro  
 Jesus Machuca  
 Monica Armenta  
 Humberto Escobar  
 Marco Merino  
 Silvia Caceres  
 Ricardo Robles  
 ARTURO GARCIA  
 Edgar Zamudio  
 Santos Padilla Gomez  
 Sylvia Medina  
 Ana L. Moreno  
 Leticia M. Hernandez  
 Dora Rayon  
 Connie Corrales  
 Adriana Duran  
 Guillermo Guerrero  
 Malena Novelo  
 The Sofia Families  
 Rafael Cesena  
 Aley Rosa Y. Nieves  
 RAMON YOCUPICIO

NAME OF CUSTOMER AI

Marisela Centeno 41

Jose Luis Morala 4

Onal Escobosa/Claudia

Yaned C. Lopez 4

Sandra Alcantar 4

Arturo Aguirre R. 4

DORA Luz Vazquez 4

Jorge R. Camacho 4

Juan A. López 4

Guadalupe Durán 4

Olga Verdugo 4

Rafael Ruiz

~~Sara Gonzalez~~

~~Bill Kirkpatrick~~

Hanneth Caba A

Azucena Alvarez 4

Enrique Escobar K 4

Juan Pablo Guzman

Carlos Perez

Enrique Aldana

Daniel Villalba

Abelardo Ojeda

NAME OF CUSTOMER

~~MARIA RODRIGUEZ~~

Dominique Rodriguez

Maia Castro

Diana Rodriguez

Carmen Huerta

~~Francisco~~

Justina Marquez

Haroldo Suarez

Laura Egunola

Luis F Enciso-Ulloa

Maria Luisa Enciso-Ulloa

Miriam Molina

Enrique Cejudo

Luis Espinoza

Sylvia Zurita

Ernesto Espinoza

Juan M Martinez

~~Arturo~~

~~Juan~~

Juan Morales

Olivero Castedo

Diana Hawkins

(23) Nad Ososco  
Luz Santillana

NAME OF CUSTOMER

AI

Rosario Varga 2  
 Maria Gomez 3  
 MARIA E. Lino 15  
 Maniuz boir 8  
 MANIA JESOS OQUEL  
 Raquel Peraza 4  
 Manuel Lopez  
 Rosa M<sup>a</sup> Lopez 8  
 CRISTELA LARRIVA 4  
~~Walt Spatt~~  
 Walt Spatt  
 MARTIN FRECIADO  
 CARLOS FRECIADO  
 SAN JUAN GUILLEN  
 EMPLEADO BAZILLO  
 Luis Castro  
 Annette Ballesteros  
 Alba Llanes  
 ROBERTO G.  
 Maria Mauer  
 ANITA  
 Rosalva Gomez

NAME OF CUSTOMER

Angel Vidante  
 Olga Ruiz  
 JOSE DANIEL GIEZ  
 Wlberto R ANIA  
 Alfredo Figueroa  
 Rudy T. Ronquillo  
~~Kenneth M. Moberg~~  
 Hans Herz

NAME OF CUSTOMER

A

Name of customer

Floria G. Garcia

1

MYRNA RIVERA

C

CARMELA Rubio

4

Hector De la Rosa

Delta Properties

76 apts = 76 FC

23 BUSINESS = :

Esperanza Angulo

Esperanza Angulo

M. Morales - ARIZONA PLAZA

Luis Perez OWNER 01

Luis Perez OWNER 0

Jesus Octavio Gonzalez

Denny Vega 26

Rene Rivaloba 26

Gloria Rivaloba

~~Julio P. P.~~ 60

Julio M. Somoza

Gloria K. Osete

Carina Lara  
2630 N. Green place

9

NAME OF CUSTOMER

Richard & Mercy Hughes

RICARDO GARCIA

Olivia & Jose Luis Morale

Gilberto & Patricia Rodrig

MARIA & EDUARDO TA

MARTHA V. ARANI

Maria Santa Cruz

Lydia A Burbua

REBECCA BURKET

Cassandra Hernandez

Linda Manjarrez

Linda Manjarrez

Miguel Garcia

Luis E. Claver Jr

ERNESTO & MARIA MORE.

Margarita L. Sol

Amak. Cervantes

Mario O. Johnston

Susadulupa Com

Martin P. P.

Ulises Ochoa

Jose y Elvia

Korchmaros

Leticia Henedra