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To: The Commissioners of the Arizona Corporation Commission:

Attention: Michael Kearns, Interim Executive Director. 1200 W. Washington Street,  
Phoenix Arizona, 85007.

From: John Rose, 4681 Camino Principal, Sierra Vista Arizona, 85650  
520-378-2539

Commissioners: I'm writing you regarding Docket # W-01906A-09-0283. This is a proposed emergency rate hike for East Slope Water Company, which operates near Sierra Vista, Arizona. According to the request by East Slope, their water system is in serious need of repair, and if something goes wrong they have no back up funds with which to continue delivery of water.

This is a poor argument indeed for such a radical increase, which would double our base rates. I run a business. In doing so, I know that it is my responsibility to put money away in case something goes wrong, it is not the responsibility of my customers to do so on my behalf. Further, it is not an ethical argument to say that if I have not put money away for an emergency, that I can go to my customers and double what they pay me to make up for a lack of planning.

As basic and simple the above paragraph may sound, this is exactly what East Slope is attempting to do. They are asking you to double our water rate. If you pass this request, then you will in effect agree with East Slope that we as rate payers are liable for the maintenance deficit that THEY (East Slope) have created. You would be holding us financially responsible for their lack of forward planning for inevitable maintenance and possible emergencies. This is a form of bail out mentality that I hope you do not approve of.

On another issue, East Slope recently failed a water quality test, and they informed us of this well over a month after the fact. The commission should consider requiring them to have a website which updates water quality test results the same day that they occur, or that they email or call when this happens as it happens. Don't we have a right to know immediately when our water is unsafe under state standards? In the last few weeks our water now has an unpleasant taste and odor to it.

Also, East Slope has moved management of its operation to a firm in Tucson. They have poor customer service. I contacted them for six months asking that their field tech call me as I had a brief question about the water pressure and they NEVER gave him the message. We should have a local office to deal with, or the rates that East Slope charges should be lowered to reflect the diminished customer service that we now live with. Would a person in Tucson like to deal with a utility office in Phoenix, or vice versa?

Thank you for your time and consideration,

John Rose

*John Rose 8/7/09*

Arizona Corporation Commission  
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