

W. 01906A-09-0283



0000101775

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81199

Date: 8/17/2009

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

Complaint By: First: Brenda Last: Stafford

Account Name: Brenda Stafford

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sierra Vista

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: East Slope Water Company( Bob B Watkins dba)

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/17/2009 - EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. W-01906A-09-0283

Arizona Corporation Commission  
DOCKETED

8/17/2009

From: Brenda Stafford [mailto:[REDACTED]]  
Sent: Friday, August 14, 2009 1:44 PM  
To: Utilities Div - Mailbox; [REDACTED]  
Subject: docket # W-01906A-09-0283 East Slope Water, 08/18/09

DOCKETED BY [REDACTED]

I have tried several times to upload a completed public comment form, however the data cannot be saved so please accept my comments below. Thank you.

Name: Brenda Stafford  
Date: 08/14/2009  
Address: [REDACTED] Sierra Vista, AZ 85650  
Phone: [REDACTED]  
Docket: Emergency Water Rate Increase/Surcharge  
Docket#: W-01906A-09-0283  
Utility Name: East Slope Water Company  
Email: [REDACTED]  
My position: Con

RECEIVED  
2009 AUG 20 P 12:02  
AZ CORP COMMISSION  
DOCKET CONTROL

My Comments:

To Whom it May Concern:

I have been a customer of East Slope Water Company Since November of 2005, I have always been on time with my bill if not paying ahead of time. I am a young, single homeowner who works full time and goes to school full time. A rate monthly rate increase of \$19.55 would no doubt put me in a financial bind. I solely support

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myself and pay for my own schooling along with fulfilling all my other financial responsibilities. It appears to me that East Slope Water Company has failed to create or maintain an effective water backup system and now the customers have to pick up the slack. It is obvious that East Slope Water Company has not been properly maintaining the current system or there would not have been a "presence of Coliform bacteria" in our water in January, March, and April of 2009. Which we didn't get notice that they had "violated a drinking water standard for Total Coliform bacteria" until after the fact. As a loyal paying customer I am wondering where is the money for our payments going? I find it hard to believe that the cost of getting us water is leaving the company with no additional funds to not only keep our water clean but to have an emergency supply. Part of running a business is upkeep and proper money management which this business appears to lack. So, as a long time customer, I feel that this rate increase is unfair to the customer and I oppose it. If you have any questions please contact me. Thank you for your time and consideration.

Sincerely,  
Brenda Stafford  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

8/17/2009 Email to Customer:

Dear Brenda Stafford,

Your email dated, August 14, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by East Slope Water Company ("East Slope Water") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the East Slope 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. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
CLOSED  
\*End of Comments\*

**Date Completed: 8/17/2009**

**Opinion No. 2009 - 81199**