

SW 01428A-09 0103
W 01427A-09 0104



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

47

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81190

Date: 8/17/2009

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

Complaint By: First: Ron Last: Quillen

Account Name: Ron Quillen Home: (623) 000-0000

Street: [REDACTED] Work: [REDACTED]

City: Litchfield Park CBR: [REDACTED]

State: AZ Zip: 85359 is: Cellular

Utility Company: Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Consumer against what he has heard is a 105% rate increase. Bad time to raise rates.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81190

Arizona Corporation Commission
DOCKETED
8/17/2009

DOCKETED BY [REDACTED]

RECEIVED
2009 AUG 20 P 12:03
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

W-01427A-09-0104
SW-01428A-09-0103

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81220

Date: 8/17/2009

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

Complaint By: First: Randy and Zonette Last: Tam

Account Name: Randy and Zonette Tam

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Litchfield Park

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail [REDACTED]

Utility Company: Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. W-01427A-09-0104
SW-01428A-09-0103

Although I agree that some increase may be justifiable increasing the waste water rate at 81 percent is outrageous. Many families are having difficulties trying to pay there mortgages during these hard economic times and still many are facing foreclosure how do they expect anyone to pay if this water rate is approved.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/17/2009 - Email to Customer:

Dear Randy and Zonette Tam,

Your email dated, August 16, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Litchfield Park Service Company ("Litchfield Park") 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 Litchfield Park 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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 - 81220
