

W 01445A-08-0440

ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**



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CD

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2009 - 81417

Date: 8/25/2009

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

Complaint By: **First:** David **Last:** Bowling

Account Name: Westar Laundry LLC

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Apache Junction

CBR:

State: AZ **Zip:** 85120

is: [REDACTED]

Utility Company: Arizona Water Company

Division: Apache Junction

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No W -01445A-08-0440

From: David Bowling [REDACTED]

Sent: Monday, August 24, 2009 4:39 PM

To: Bradley Morton

Subject: AZ Water Company public hearing comment

Brad:

Arizona Corporation Commission
DOCKETED

AUG 26 2009

DOCKETED BY [Signature]

RECEIVED
2009 AUG 26 A 9:19
AZ CORP COMMISSION
DOCKET CONTROL

Thanks for the return phone call. I would like to make the following two-point petition regarding the Arizona Water Company's application for huge rate increases.

The rate increase comes at the same time that we have seen the quality of the water supplied by AZ Water Company decrease dramatically. A year and a half ago the TDS (total dissolved solids - a measure of hardness and drinkability) was at 503 ppm (parts per million). Now it is at 988ppm. In virtually the same location but served by Mesa City water supply the TDS is as 405 - a whopping 583 ppm difference! At this level even putting the water through a reverse osmosis system results in water at its best at around 40-50 ppm. And as the R.O. membrane ages (previously good for a year) it rapidly rises (now good for only 6 months at \$230/membrane). This almost doubles the cost of producing R.O. water sold commercially from our machine and increases waste water discarded during the process by around 18% in order to cause the product water to be at the aforementioned levels.

Petition #1) I would be reluctantly willing to pay the proposed 24% increase personally at my house because I can afford another \$8/mo. But with that increase I think it reasonable to request that AZ Water Co. be instructed by the Corporation Commission to take steps to improve the quality of the water which also is only 1 point of 10 away from Federal action levels for arsenic !

In addition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I am the owner of a coin laundry. As you know we serve the lowest income segment of our citizenry: those least able to absorb increased costs for doing the essential task of washing their clothes. And make no mistake about it, increasing water costs by a whopping 24% as proposed will result in no small vend price increase to them. It is impossible to absorb any increase, much less one of that magnitude.

Petition #2) I would like to propose that if these rate increases become unavoidable that a special pricing schedule at today's rates be maintained for our coin laundry because of the disadvantaged segment of society our business serves. I plead the case for them - not me. But if the rates increase I have no choice but to pass it along to these economically disadvantaged persons who are already having a heck of a time surviving in this lousy economic climate. The Obama Administration says inflation is flat. We would be hard pressed to justify this kind of increase - or any increase - in this stagnant economy.

Thank you for presenting [REDACTED] proposals for the Corporations consideration.

Regards
David Bowling- owner
[REDACTED]

Apache Junction AZ 85120
End of Complaint

Utilities' Response:

[REDACTED]

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

[REDACTED]

Date Completed: 8/25/2009

Opinion No. 2009 - 81417
