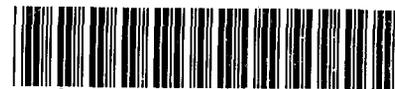


SW-01428A-09-0103  
W-01427A-09-0104



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**ORIGINAL** ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81512

Date: 8/27/2009

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

Complaint By: First: Fredia L. Last: Nelsen

Account Name: Fredia L. Nelsen

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Goodyear

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

August 22, 2009

To: Arizona Corporation Commission  
Consumer Services Section  
1200 W Washington Street  
Phoenix, AZ 85007

From: Fredia L. Nelsen

[REDACTED]  
Goodyear, AZ [REDACTED]

RE: Docket Nos. SW-01428A-09-0103  
W-01427A-09-0104

Arizona Corporation Commission  
DOCKETED

SEP - 2 2009

DOCKETED BY [REDACTED]

RECEIVED  
2009 SEP - 2 P 3: 24  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

To Whom It May Concern:

I am writing as a customer of the Litchfield Park Services Co. to communicate my total disgust with the proposed Rate increases that LPSCo is requesting. As seen in the attached news clipping from the West Valley View ( 8/21/09), LPSCo is proposing to increase their Base Rate to 150% higher than any other Base Rate for the neighboring areas. I can see the consumption rate increase to stay in standards with the surrounding areas, but the rest of this is totally raping their customers at a time when most people have already been raped by all other factors in this failing economy. I totally understand that companies must increase from time to time to meet the increases of their operating costs, but to go to this extreme at a time when most people are struggling to try and meet the costs of necessities, I find deplorable. And they are also proposing to increase their wastewater rate to over double of that of any other surrounding areas at the same time.

If these increases take effect, a lot of people will have to build an out house and go back to bathing once a week on Saturday nights just so they can pay their water bill. At a time when most people are having to ration their

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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money just to meet the necessities of life, I find this rate increase is in poor judgement or poor managing skills of the people running LPSCo.

I truly hope a wise and fair increase rate can be finalized as I do agree that LPSCo rates should be increased to be equal to that of the surrounding areas rates. Lets just not rape your customers.

Sincerely,  
Fredia L Nelsen  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

August 27, 2009 (mailed the following correspondence to consumer)

Fredia L. Nelsen

[REDACTED]  
Goodyear, AZ 85005

RE: LITCHFIELD PARK SERVICE COMPANY  
DOCKET NO. SW-01428A-09-0103 & W-01427A-09-0104

Dear Ms. Nelsen:

Your opinion regarding the Litchfield Park Service Company ("LPSCO") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the LPSCO application.

The concerns raised in letters received from customers will assist the Commission in 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 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.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in docket numbers. SW-01428A-09-0103 & W-01427A-09-0104  
\*End of Comments\*

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED] 59

**Priority:** Respond Within Five Days

**Opinion No.** 2009 81500

**Date:** 8/27/2009

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

**First:**

**Last:**

**Complaint By:** Lee

Bland

**Account Name:** Lee Bland

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Goodyear

**CBR:** [REDACTED]

**State:** AZ

**Zip:** [REDACTED]

**is:** E-Mail

**Utility Company:** Litchfield Park Service Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

(SW-01428A-09-0103)

Rate increase of 116% for water and 80% for Wastewater services is absolutely outrageous. What business can justify a doubling of their rates?

This will add a crippling monthly increase to my budget and cause a severe hardship on my wife and I. Our increase will be \$50/month-\$600 year. Who can afford such increases in just one utility?

I assume LPSCO's plan is to request an outrageous increase knowing that you will cut it somewhat so that they end up with a 40-50% increase - which also would be outrageous in my opinion. What company can get buy with double digit increases in their services?

Lee & Mary Bland  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Litchfield Park Service Company - Docket No. (SW-01428A-09-0103). FILE CLOSED.

\*End of Comments\*

**Date Completed:** 8/27/2009

**Opinion No.** 2009 - 81500

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 81467

Date: 8/26/2009

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

Complaint By: First: **Randell S** Last: **Meyer**

Account Name: Randell S Meyer

Home:

Street:

Work: (000) 000-0000

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company: **Litchfield Park Service Company**

Division: Water

Contact Name: Linda Byrd

Contact Phone:

**Nature of Complaint:**

I've reviewed LPSCOs balance sheet and the proposed permanent rate increase. Obviously, with the current dire straights of the economy, planned Goodyear sales tax increase, and myriad other factors that severely impact the spending power of our citizens, this proposed increase is a major shot to the heart. That said, I understand costs have gone up, and rate changes have been relatively mild in recent times. To proposed a massive increase at this time fails the common sense test, and the balance sheets fail to justify such a large increase. I suppose if consumers are driven to bankruptcy, there would be less consumers to serve, but that is not how a public utility should operate. I encourage the AZCC to take a hard look at this proposal and approve only a very small percentage of the increase. This is not AZ State University, who had the audacity to impose a massive surcharge because the economy is down and they didn't want to make sacrifices. We are talking basic necessary utility service. Vote No!

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/26/09

Voice mail message

I advised Mr. Meyer that his letter regarding the Litchfield Park Service Company ("LPSCO") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the LPSCO application. CLOSED.

\*End of Comments\*

**Date Completed: 8/26/2009**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2009 - 81467

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2009 - 81450

**Date:** 8/25/2009

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

**Complaint By:** **First:** Frank **Last:** Castillo

**Account Name:** Frank Castillo

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Goodyear

**CBR:**

**State:** AZ **Zip:** 85395

**is:**

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**Utility Company:** Litchfield Park Service Company

**Division:** Sewer

**Contact Name:** Linda Byrd

**Contact Phone:**

**Nature of Complaint:**

8/25/09 Per Mr. Castillo, he wanted to voice his opinion regarding LPSCO SW-01428A-09-0103. LPSCO provides him with water and wastewater services. He opposes the rate increase, this is obscene trying to raise our bill 116% WS by 78%. This is uncalled for especially at this time with the economy being bad. It is ridiculous.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/25/09 I advised Mr. Castillo that his comments regarding Litchfield Park Service Company LPSCO SW-01428A-09-0103 rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the application.

The concerns raised in letters received from customers will assist the Commission in 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 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.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.

\*End of Comments\*

**Date Completed:** 8/25/2009

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2009 - 81450

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81606

Date: 9/1/2009

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

Complaint By: First: Olivia Last: Burnes

Account Name: Olivia Burnes

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Litchfield Park Service Company

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* SW-01428A-09-0103 AND W-01427A-09-0104 \*\*\*\*\*

Customer sent the following -

A hike in water rates will devastate a lot of my neighbors, including myself. We have endured rate hikes from APS and understand they are asking for yet another rate hike of 16% for next year. Sales taxes have increased; payroll taxes have increased; price of food has gone up...employers are not giving bonuses or raises like they used to. I am a small business owner who is contemplating shutting down my business due to the bad economy. Our home is an ARM coming due 2010 and we will probably be in the situation that so many others have been in whose ARM comes due and unable to pay. I am begging that a rate hike not take place at this time. Why can't LPSCO do like any other business and start cutting within? I have not heard any administrative people being cut or laid off.. they are a utility company that has long been comfortable in spending taxpayer money however they want because they have us by the throat. There is no competition among utility companies. Depending on where you reside you

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 9/1/2009

Opinion No. 2009 - 81606

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

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