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W. 01427A. 09. 0104 W-01427A-09-0120



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ARIZONA CORPORATION COMMIS...
UTILITY COMPLAINT FORM

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ORIGINAL

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83501 Date: 12/3/2009

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

Complaint By: First: Nancy Last: Jenkins

Account Name: Nancy Jenkins Home: [REDACTED]

Street: [REDACTED] Work:

City: Goodyear CBR:

State: AZ Zip: 85395 is:

Utility Company: Liberty Water /Litchfield Park Service Company -Sewer

Division: Sewer

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

Nature of Complaint:

(Docket Nos. Docket Nos. SW-01428A-09-0103 W-01427A-09-0104)

November 3, 2009

Nancy M. Jenkins
[REDACTED]
Pearland, TX 77581

TO: Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, Arizona 85007

Arizona Corporation Commission
DOCKETED
DEC - 9 2009

RECEIVED
2009 DEC - 9 P 4: 08
AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY [Signature]

FROM: Nancy M. Jenkins
Former Arizona resident and
Current Homeowner of:
[REDACTED]
Goodyear, Arizona 85395

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

From: LPSCO (Changing to Liberty Water Services) of
12725 W Indian School Road
Litchfield Park, Az. (85392) Note: A Canadian Corporati

SUBJECT: Application for base rate increase for wastewater and water service.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Dear Commissioners:

I have been a dissatisfied customer of LPSCO for most of the 16 years I resided in the retirement community of Pebblecreek in Goodyear.

Initially we had good water pressure. As the community expanded it (pressure) became lower and lower. Quality of water minimal.

If you look at current base rates for Wastewater, currently at \$27.00 pr monthly flat rate, the retirement community is penalized since our household occupancy is less than two persons per household. I believe it would be more fair to the consumer for the formula to be based on a percent of water usage. For instance, the part-time (snowbirds) being in residence about six months of the year only draw a daily consumption for landscaping on the other six months and that consumption discharges no wastewater. I don't know the per household occupancy for Litchfield, but do know "old" Litchfield Park was mostly retired persons, again a lower occupant rate than average. I have complained to LPSCO about the unfair formula of a base rate or flat rate. Why should I, one occupant, subsidize those households with 4 - 10 persons? Oh, maybe this is what Obama references a redistribution of wealth!

My second complaint is the nerve and audacity of a complaint to apply for increased rates of 123 percent (water) and Eight-one (81) percent (wastewater). It appears to me the improvements (Capital improvements) they wish to make are being put on the backs of the consumer, instead of the company going to the public for Bonds and other means of raising capital. For stock owners.

I am currently a resident of Texas. My home in PC is up for sale and has been for some time. Raising the utilities this 100% plus is only going to make selling my home in this down market more difficult.

All of these irrational, requests of Liberty Water (a foreign-owned company - Canada) is unfair. I can understand a need for some increased rate costs, but 123%? They have not improved the quality of water or service. In fact, their bookkeeping is such that the only way I can prevent late charges is to pay in advance and let them deduct what the bill is each month. I am on fixed income and have been for almost 20 years. I wish I had an increase of 121%!

Another question I have: why does Arizona and the USA allow any foreign country to own our utility infrastructures? In today's world we don't know who are enemy will be tomorrow!

Thank you for taking your time to read my contest of allowing the requested increases in water and wastewater rate as requested by LPSCO (Liberty Water).

Sincerely,
Nancy M. Jenkins
21674 Orange Blvd Dr
Pearland, TX 77581

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/04-

I called customer @ 2:24 p.m. to acknowledge receipt of her email. Customer is again stating that the rate is excessive and is not in agreement that foreign companies come into this country and raise the utility rates so high. Customer was thankful for calling her back to speak with her regarding her concerns.

I told customer that I would have her Opinion docketed so that the Commissioners will have an opportunity to read her concerns. FILE CLOSED.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/04- I emailed this to Trish Meeter in Phoenix to docket.
End of Comments

Date Completed: 12/4/2009

Opinion No. 2009 - 83501
