

5W-01428A-09-0103  
W-01427A-09-0104  
W-01427A-09-0116  
W-01427A-09-0120



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ARIZONA CORPORATION COMMI

ORIGINAL

UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 83826 Date: 12/17/2009**

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

**Complaint By:** **First:** James M. **Last:** Pase

**Account Name:** James M. Pase **Home:** (000) 000-0000

**Street:** n/a **Work:** (000) 000-0000

**City:** Goodyear **CBR:** [REDACTED]

**State:** AZ **Zip:** 00000 **is:** E-Mail

**Utility Company:** Liberty Water-Litchfield Park Service Company

**Division:** Water

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

**Nature of Complaint:**

\*\*\*\*\*RECEIVED FROM CHAIRMAN MAYES' OFFICE\*\*\*\*\*

From: JAMES M PASE [mailto:[REDACTED]]  
Sent: Tuesday, December 15, 2009 1:28 PM  
To: Mayes-WebEmail  
Subject: Litchfield Park Svc Co proposed rate hike

We are writing to voice our objection to the Litchfield Park Service Company's proposed 100% rate hike request. It is regrettable that the company did not institute annual or bi-annual reasonable, small rate hikes to cover costs, but asking residents for a 100% increase in one year is a bit much. Please do what you can to limit their increase to something within reason. Many people on fixed incomes would have trouble with such an increase, and water conservation really won't help since the new rate structures are per meter rather than usage based. The amount of water used will only make the bill vary by a few dollars.

Thank you for your consideration.

Jim & Peggy Pase, Goodyear,AZ

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

Arizona Corporation Commission

DOCKETED

DEC 17 2009

DOCKETED BY [Signature]

RECEIVED  
2009 DEC 17 P 3: 53  
AZ CORP COMMISSION  
DOCKET CONTROL

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

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**Investigator's Comments and Disposition:**

(sent the following letter to consumer by e-mail)

December 17, 2009

Mr. and Mrs. James M. Pase  
Goodyear, AZ 85307

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

Dear Mr. Pase:

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, W-01427A-09-0116 & W-01427A-09-0120  
\*End of Comments\*

**Date Completed: 12/17/2009**

**Opinion No. 2009 - 83826**

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SW-01428A-09-0103  
W-01427A-09-0104  
W-01427A-09-0116  
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83785

Date: 12/16/2009

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

First:

Last:

Complaint By: William E

Schuck

Account Name: William E. Schuck

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: William Schuck [REDACTED]  
Sent: Tuesday, December 15, 2009 8:03 PM  
To: Bradley Morton  
Subject: Liberty Water Rate Hearing

Arizona Corporation Commission;

My name is William Schuck and my wife, Michele, and I live at [REDACTED]  
[REDACTED]

I am retired from SunCor Development Company who were the owners of LPSCO before it was sold. I understand the need for periodic increases due to rising costs. However, the increases being proposed are way out of line. My monthly bill averages approximately \$56.00. It would more than double if the increase they are requesting are approved. There has been very little development out here for the past several years so their expenses should not be an issue. Not only that but SunCor built the new plant on McDowell a few years ago and it is a state of the art plant.

Rate increases are to be expected but let's make them reasonable, especially during these trying times.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Thank you

William E. Schuck  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 12/16/2009

Opinion No. 2009 - 83785

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SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83786

Date: 12/16/2009

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

Complaint By: First: Pamela Last: Isley

Account Name: Pamela Isley

Home: (623) 000-0000

Street: n/a

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: borpisley@aol.com [REDACTED]  
Sent: Tuesday, December 15, 2009 6:21 PM  
To: Bradley Morton  
Subject: Libert Water raising rates of water and sewer for Litchfield Park

Dear Sir:

My husband and I are spending our retirement years in Litchfield Park. Our Social Security was not raised this year, yet the water department feels it can raise water over 100%? Plus the sewer charge just about as much. In addition, all our equity is gone in our home.

Liberty Water needs to pare back their own expenses and not burden us homeowners when the economy is so precarious.

Please do not allow them an increase at this time. Thank you, Pamela Isley  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 12/16/2009

SW-01428A-09-0103  
W-01427A-09-0104  
W-01427A-09-0116  
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83778

Date: 12/16/2009

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

Complaint By: First: Larry & Tynette Last: DeSino

Account Name: Larry & Tynette DeSino

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Tynette DeSino [REDACTED]  
Sent: Wednesday, December 16, 2009 8:23 AM  
To: Bradley Morton  
Subject: Water Increase

Mr. Brad Morton,

We are concerned about the Liberty Water request for increased rates. The amount of the increase is shocking. With a new plant built just five or six years ago, how can they need these astronomical increases?

We are asking that their request not be approved.

Larry and Tynette DeSino  
[REDACTED]  
Litchfield Park, Arizona, 85340  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 12/16/2009

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2009 - 83778

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W-01428A-09-0103  
V-01427A-09-0104  
V-01427A-09-0116  
V-01427A-09-0120

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83779

Date: 12/16/2009

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

Complaint By: First: Charlene Last: Shaffer

Account Name: Charlene Shaffer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: ChrIShff9@aol.com [REDACTED]  
Sent: Wednesday, December 16, 2009 8:20 AM  
To: Bradley Morton  
Subject: water rates

This is another reason for the economy failure! I think it is outrageous for utility companies to impose such fees.

Charlene Shaffer

[REDACTED]  
Litchfield Pk., Az  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 12/16/2009

Opinion No. 2009 - 83779

SW-01428A-09-0103  
W-01427A-09-0104  
W-01427A-09-0116  
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83780

Date: 12/16/2009

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

First:

Last:

Complaint By: Jacqueline

Cross

Account Name: Jacqueline Cross

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Jacqueline Cross [REDACTED]  
Sent: Wednesday, December 16, 2009 5:25 AM  
To: Bradley Morton  
Subject: Liberty Water 194% increase!

Mr. Morton,

The Arizona Corporation Commission has scheduled a hearing on the proposed Liberty Water (formerly LPSCO) rate adjustment application for Monday, January 4, 2010 at 10 a.m. in Hearing Room #1 at the Corporation Commission, 1200 W Washington, Phoenix, AZ. The public hearing scheduled on Jan 4, 2010 is open to the public.

Liberty Water has filed an application with the Arizona Corporation Commission to raise their water and sewer rates to Litchfield Park residents 116% and 78% respectively.

I will be at work at the time of the public hearing and will not be able to attend to voice my concerns. I hope you will consider this email as my voice and vote fairly.

I haven't had time to research this situation to see why Liberty Water is asking for a 194% increase but I would hope the commission would do what is best for the residents of Litchfield Park as well as for Liberty Water. If LPSCO was extremely undercharging its customers, then perhaps the increase is necessary. However, in today's financial crisis, I would hope the commission would keep the residents in mind as well.

Thank you,

Jacqueline Cross  
[REDACTED]

Litchfield Park, AZ 85340

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**\*End of Complaint\***

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed  
**\*End of Comments\***

**Date Completed:** 12/16/2009

**Opinion No.** 2009 - 83780

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SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83781

Date: 12/16/2009

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

First:

Last:

Complaint By: Flora

Massaro-mcCoy

Account Name: Flora Massaro-McCoy

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR: 602.692.0884

State: AZ Zip: 85340

is: Cellular

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Flora J Massaro [REDACTED]  
Sent: Tuesday, December 15, 2009 8:53 PM  
To: Bradley Morton  
Subject: Liberty Water's water and sewer rate adjustment

Dear Mr. Morton;

Liberty Water's proposal of water and sewer rates increases (116% and 78% respectively) to Litchfield Park residents is outrageous!

They have a scheduled hearing with you on January 4th but as a senior citizen and a widow living alone, I cannot afford to take off work that day to attend and protest in person.

Please don't allow them to exercise such extortionary increases.

Thank you,

Flora Massaro-McCoy

[REDACTED]  
Litchfield Park, AZ, 85340

[REDACTED]  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 12/16/2009

Opinion No. 2009 - 83781

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SW-01428A-09-0103

W-01427A-09-0104

W-01427A-09-0116

W-01427A-09-0120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83783

Date: 12/16/2009

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: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Olivia Burnes [REDACTED]  
Sent: Tuesday, December 15, 2009 8:37 PM  
To: Bradley Morton  
Subject: Protest on water/sewer rate hike in Litchfield Park

Mr. Morton:

Please add the following concerns regarding the proposed rate hikes on the above-referenced item to the docket:

"As a small business owner who has seen a drop of 80% in my business due to the economy, I already am having trouble making the basic living expense payments, including house payment and other utilities. Together with APS who services this area, people in my situation will be unable to make these payments should this increase follow through. I would like to see the water/sewer company be able to manage their business as if it were a private business....I wish I could apply for rate hikes in my business like the utility companies do theirs. They do not wish to cut back on expenses like other businesses must do in hard economic times. Particularly when it comes to salaries and benefits in the administrative/management positions. I am already in negotiations with my bank to remodify the home loan because I will not be able to make my house payments starting next year. If we are unable to remodify we will walk away from the home like so many others are doing. You put the burden of utility increases on all the home owners who are strapped, and the economy will further go down because there will be that much less money to be spending on the local economy. I am extremely opposed to any rate hike that is extraordinarily ridiculous at this point in time. The utility company needs to start behaving as if they were privately owned---not depend on the rest of the taxpayers who are already stretched out to the max to fund their salaries/benefits and other unnecessary support staff that they do not wish to see reduced."

Olivia Burnes

[REDACTED]  
Litchfield Park, AZ 85340

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**\*End of Complaint\***

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed  
**\*End of Comments\***

**Date Completed: 12/16/2009**

**Opinion No. 2009 - 83783**

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SW-01428A-09-0103  
W-01427A-09-0104  
W-01427A-09-0116  
W-01427A-09-0120

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83784

Date: 12/16/2009

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

Complaint By: First: Rebecca Last: Norris

Account Name: Rebecca Norris

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Liberty Water-Litchfield Park Service Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Rebecca Norris [REDACTED]  
Sent: Tuesday, December 15, 2009 8:09 PM  
To: Bradley Morton  
Subject: Water and sewer rate increase

Hi Brad,

I understand that there is intent by the Liberty Water to increase our water and sewer rates substantially starting next year. I am highly apposed to this increase. Our rates are already quite high, much higher than other parts of the valley already. Please represent my opinion at the meeting.

Thank you,

Rebecca Norris  
[REDACTED]  
Litchfield Park, AZ 85340  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 12/16/2009

Opinion No. 2009 - 83784

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]