

W-02527A-09-0201



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

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Investigator: Trish Meeter

Phone: [REDACTED]

2010

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P 2:

Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2010 84156 Date: 1/7/2010

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

Complaint By: First: Dean Last: C

Account Name: Dean C

Home: (000) 000-0000

Street: n/a

Work: Arizona Corporation Commission

City: n/a

CBR:

DOCKETED

State: AZ Zip: n/a

is:

JAN 11 2010

Utility Company: Graham County Utilities, Inc.

DOCKETED BY

[Signature]

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/7/10 Referred from the office of Charirman Mayes Docket No. W-02527A-09-0201

Dear Commissioner Kristin Mayes

I would like to submit concerns relating to Graham County Utilities water rate increase #w-02527-a-09.

An increase in basic needs creates a burdensome hardship on customers of the utility that can least afford it. Graham County is next to the lowest in median income in Arizona. When the bulk of the increase is on the meter charge and not the usage. Customers have cut back on consumption to the point in which landscapes, trees, vegetation, and lawns are dieing. The area is looking bad. Income probably has not keep up with their spending. I would liketo ask: has the utility even one cost cutting measure?

How many customers are delinquent and have their meter turned off each month for lack of income. Raising rates without the ability to keep their bill from increasing will increase late payments. Page 10 line 21-28.

Th board members are not even familiar with this increase. Most of the board members do not even buy water from G.C.UI..Meaning their interest is not to provide the best rates.

The so called not for profit only means no competition. How did Graham County Electric et the rent for the utility's use of the new building at \$15,050 each month?

Why is the new water tank and wells which was in part a grant (free money) a bases for increased rates?

A \$5.20 increase to \$22.00 from \$16.80 for residential service availability charge. And a \$7.00 increase on commercial meter charge. Plus a usage increase. HOW ABOUT NO INCREASE IN METER FEES JUST A USAGE INCREASE.

When so many of the 1,200 water customers live on a fixed income. This hurts.

Sch H-3 a 16.47% and 30.95% increase !!!

Just how are the man hours, equipment, fuel, office rent, clothing allowance (secretaries included), meter reading (electric also), management, board member trips, fees, bonuses, and meals divided up from the gas company? Which has more customers. These numbers are also used for natural gas rate increases. DUBBLE DIPPING!

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What is the \$173.00 owed for overcharge line extensions? And to guess 100 lines since 2004.
Someone who watches the finances, should be able to project and budget the fluctuations in water use from summer to winter usage, if you have been in business for more than a year.
Then for a gas rate increase for the same reason sells more in the winter then the summer. And this is the same company with the same excuse.
Reading their rate increase just does not make since nor is it fair.

Many thanks

Dean C.
Graham County
Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed in W-02527A-09-0201
End of Comments

Date Completed: 1/8/2010

Opinion No. 2010 - 84156
