

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

W-01427A-09-0116  
W-01427A-09-0120

**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**



**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

47  
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**Opinion No. 2010 84226 Date: 1/12/2010**

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

**Complaint By:** **First: Bill & Marlene Last: Walker**

**Account Name:** Bill & Marlene Walker **Home:** (000) 000-0000

**Street:** email address only **Work:**

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

**State:** AZ **Zip:** 85395 **is:** E-Mail

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

**Division:** Sewer

**Contact Name:** Linda Byrd **Contact Phone:** (602) 935-9367

**Nature of Complaint:**

From: Bill & Marlene Walker  
Docket Nos.\*\* SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 \*\*

To: [REDACTED]  
Sent: Saturday, November 14, 2009 11:19 AM  
Subject: proposed rate change

You must be kidding me! I cannot believe that in troubled times like we have that you have the gall to even suggest such an enormous increase in rates. You don't need to rip off the public, you need to cut expenses and cut anything else that needs to be brought in fiscal line. The public cannot be responsible for the obvious ineptitude of your company's financial operation if you need that amount of increase. How do you expect your customers to make those additional outrageously increased payments when many are out of work and others live on Social Security that is not getting a pay bump for the first time in history?

Do what the rest of us must do, learn to operate within your means and stop looking to us to solve your inefficiencies. Your rate suggestion amounts to at least doubling of the cost to your customers. NOT ACCEPTABLE!

Bill Walker  
ZIP CODE 85395  
\*End of Complaint\*

Arizona Corporation Commission  
**DOCKETED**

JAN 13 2010

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED BY [Signature]

JAN 13 12:46:09  
[Vertical stamps]

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

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1/12/10-

Emailed to Carmen Madrid in Phoenix to docket.

Docket Nos.\*\* SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120 \*\*\*

\*End of Comments\*

**Date Completed: 1/12/2010**

**Opinion No. 2010 - 84226**

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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:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2010 - 84068

**Date:** 1/4/2010

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

**Complaint By:** First: Jack C. Last: Hampton

**Account Name:** Jack C. Hampton

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Goodyear

**CBR:**

**State:** AZ Zip: 85395

**Is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

RE: Docket No. SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, and W-01427A-09-0120

Dear Mr. Martinez,

As a resident of the Northern part of Goodyear which receives its water from Liberty Water I am deeply concerned that this proposed rate increase is completely necessary.

First of all, the quality of water that we presently receive requires further softening/treating either by a potassium or chloride based treatment and/or reverse osmosis. This is already costing us thousands of dollars. If Liberty would deliver the water in a more usable state the increase would be more bearable.

Secondly, the fact that our water rate has not been increased in an incremental fashion like all other businesses is not our problem. That is the result of very poor business practice. So, as a result let the business suffer just like anyone else that does not manage a business properly.

Thirdly, we spend about 5.50 dollars a month for water and 27.40 dollars to dump it down the sewer. What are these people thinking??? To further "rub salt into the wound" we get charged 8.30 dollars just to have a water meter. We have lived in other parts of the country that have water problems also, but the proportional charges for sewerage has been in a more realistic proportion to the amount of water we have used and has never been anything close to 5 times as much - more like double to cover the cost of the infrastructure - and we have never been hit with a charge for a water meter!!!!!! That is an absolute absurdity.

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

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We ask you to please review this request and to please make this a smaller incremental increase so, as homeowners, we can adjust our budgets incrementally to handle this needed increase.

Mr. Martinez, thank you very much for your consideration.

Jack C. Hampton  
[REDACTED]  
Goodyear, AZ 85395-8018  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/04-  
Customer's opinion entered for the record and filed with Docket Control.  
Emailed to Trish Meeter in Phoenix to docket.  
Docket Nos.:  
SW 01428A 09 0103  
W 01427A 09 0104  
W01427A 09 0116  
W01427A 09 0120  
FILE CLOSED  
\*End of Comments\*

**Date Completed: 1/4/2010**

**Opinion No. 2010 - 84068**

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

**Priority:** Respond Within Five Days

**Opinion No. 2010 84075**      **Date:** 1/4/2010

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

**Complaint By:**      **First:** Dr. Joseph P      **Last:** Kalvaitis

**Account Name:** Dr. Joseph P Kalvaitis      **Home:** [REDACTED]

**Street:** [REDACTED]      **Work:** [REDACTED]

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

**State:** AZ      **Zip:** 85395      **is:** Cellular

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

**Division:** Sewer

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

**Nature of Complaint:**

RE: Docket No. SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, and W-01427A-09-0120

Dear Mr Martinez:

Please NOTE I am WHOLLY OPPOSED to the RATE HIKE proposed by LPSCO. I am a homeowner at beautiful Pebble Creek, and, while I do NOT reside there, my Mother does for the winter. She, like many other Pebble Creek Residents, is on a "fixed income", and this rate hike would be calamitous to her and many others. I respectfully ask you and those making decisions on this matter to consider the plight of the elderly living on fixed incomes when this matter comes before you.

With Sincere Gratitude for your kind consideration,

Dr Joseph P Kalvaitis  
[REDACTED]

Mobile: 312-375-3722

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/04-  
Customer's opinion entered for the record and filed with Docket Control.  
Emailed to Trish Meeter in Phoenix to docket.  
Docket Nos.:  
SW 01428A 09 0103

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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W 01427A 09 0104  
W01427A 09 0116  
W01427A 09 0120  
FILE CLOSED  
\*End of Comments\*

Date Completed: 1/4/2010

Opinion No. 2010 - 84075

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

**Investigator:** Jenny Gomez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2010 84114**

**Date:** 1/6/2010

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

**First:**

**Last:**

**Complaint By:** Terry

Landa

**Account Name:** Terry Landa

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Goodyear

**CBR:**

**State:** AZ Zip: 85395

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*DOCKET NUMBERS SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120\*\*\*

REFERENCE: Liberty Water-Litchfield Park Service Company

From: Terry Landa [mailto:[REDACTED]]  
Sent: Tuesday, January 05, 2010 1:54 PM  
To: Utilities Div - Mailbox  
Subject: SUBJECT: Liberty Water Co. proposed rate increase

Arizona Corporation Commission Arizona C - Utilities Division

SUBJECT: Liberty Water Co. proposed rate increase

DATE: December 05, 2010

This rate hike should not be allowed unless they bring better water to our houses.

The company that had plenty of time to look at, and into, the water quality, the records, and the books of the water company recently purchased the water district. Moreover, as far as the federal mandates for the level of arsenic in the water, that was clearly identified at the time of sale. Knowing all of that, the sale went through anyway.

The water quality in Goodyear is appalling. At this time, to think everyone that can afford to has to buy a water softener treatment system and a RO system for his or her house to be able to drink the water is absurd. There are the people that have water jugs delivered to their house or the people that have to go out and have jugs filled to get drinkable water. I know some people drink the water the way it is.

With the use of all the salt and the potassium going into the sewer and the systems having to back flush with

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## UTILITY COMPLAINT FORM

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water dumping more water and salt/potassium into the sewer no wonder the rates have to go up on the sewer.

If the water departments, cities and the state would educate the public on the use of the water and the sewer system, they might stop flushing everything down the drain.

Think about giving an educational tour of the treatment plants so people know not to throw everything down the drain. Educate people about dumping their chlorinated pool water into the sewers, the list can go on to inform the public. Maybe the city and/or water company could give a onetime household discount to the people that take the tours. That way, when tours are given they are in bigger groups.

Have a convenient place to take old medication, like back to the pharmacy and or the drug manufactures, so people do not flush it down the drain.

The people that have garbage disposals add to the sewer problem. Maybe they should have to pay an added fee or remove their disposals.

I would not have a problem with a rate increase if the water were not so hard coming to our house and did not have any arsenic in it. In addition, not just meet the minimum standards and if you could drink it right out of the tap or use it to wash your car and not leave water spots. In addition, it would be great to not need to buy salt, haul it, change filters, and not have to do the yearly maintenance on the systems. It would also be nice not to need a water softener in the garage. Moreover, have to worry about the tank overflowing and flooding the garage and house because there is no overflow drain line to the outside (per manufacturer's instructions). The city did not make the builders install them. Over time, the water softener will leak.

If the cities had required the builders to insulate the cold water lines, coming into the houses the hot water heater would not have to work as much. Just insulating the outside and exposed water lines would save power, gas, and water what a concept that is not enforced. Moreover, if you would not have to run the water a long time to get hot water that would help on water waste. Educate and enforce before you raise rates. If you do raise the water and the sewer rates and not make them raise the quality, it is just another reason to move out of the valley. Thank you for taking the time to read this.

Terry Landa  
[REDACTED]

Goodyear AZ 85395  
[REDACTED]

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

\*\*\*DOCKET NUMBERS SW-01428A-09-0103, W-01427A-09-0104, W-01427A-09-0116, W-01427A-09-0120\*\*\*

REFERENCE: Liberty Water-Litchfield Park Service Company

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Noted and filed in Docket Numbers by Trish Meeter.

\*End of Comments\*

Date Completed: 1/6/2010

Opinion No. 2010 - 84114



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 628-6555

Fax: (520) 628-6559

Priority: Respond Within Five Days

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Opinion      No. 2010      84146      Date: 1/7/2010

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

Complaint By:      First:      Last:  
                             **Lori**                                      **Corgan**

Account Name:      Lori Corgan      Home: (623) 535-9055

Street:      PO Box 425      Work:

City:      Litchfield Park      CBR:

State:      AZ      Zip: 85340      is:

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

Division:      Sewer

Contact Name:      Linda Byrd

Contact Phone: (602) 935-9367

**Nature of Complaint:**

Docket Nos. SW-01428A-09-0103  
                    W-01427A-09-0104  
                    W-01427A-09-0116  
                    W-01427A-09-0120

Please do not allow Liberty Water to raise water bill rates from \$18.xx to \$41.xx This is a huge increase and will cause hardship to many residents living in the billing area. Thank you.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/07

Customer's opinion entered for the record and filed with Docket Control. FILE CLOSED.

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Emailed to Trish Meeter in Phoenix to docket.

Docket Nos:

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

\*End of Comments\*

**Date Completed: 1/7/2010**

**Opinion No. 2010 - 84146**