

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 1/12/2010

Opinion No. 2010 - 84224

W 02465 A-09-0411
W 20453 A-09-0412
W 20454 A-09-0413

W 02465A-09-0414
W 20453 A-09-0414
W 20454 A-09-0414

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 - 84223

Date: 1/12/2010

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

First:

Last:

Complaint By:

Melanie A.

Mouras

Account Name:

Melanie A. Mouras

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Hereford

CBR:

State:

AZ Zip: 85615

is:

Utility Company:

Liberty Water-Bella Vista Water Company, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

1/4/2010

Melanie A. Mouras

[REDACTED]
Hereford, AZ 85615

[REDACTED]
Docket you wish to comment on: Bella Vista Water Co. Rate Request
Case or Utility Name: Bella Vista Water Company
Docket Number: W-02465A-09-0411
Position on Docket: Con

Bella Vista has requested a 32.79 percent rate increase for its residential customers, and a 47.72 percent rate increase if they are allow to acquire both the Northern Sunrise Water Company and the Southern Sunrise Water Company. I am not, in principal, opposed to the first rate increase, though I would like to know what justifies an increase of this magnitude. I am, however, completely opposed to the second increase why should current customers be required to fund Bella Vista's business expansion with a second rate increase? My water bill should reflect MY water usage, not Bella Vista's desire to increase their coverage and their profits.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]

[REDACTED]

Date Completed: 1/12/2010

Opinion No. 2010 - 84223

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

W-02465A-09-0411
W-20453A-09-0412
W-20454A-09-0413
W-02465A-09-0414
W-20453A-09-0414
W-20454A-09-0414

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 84247

Date: 1/12/2010

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

Complaint By: First: Scott C. Last: Thompson

Account Name: Scott C. Thompson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sierra Vista

CBR:

State: AZ Zip: 85635

is:

Utility Company: Liberty Water-Bella Vista Water Company, Inc.

Division: Water

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-0265A-090-0411, W-20453-09-0412, W-20454A-09-0413, W-02465A-09-0414, W-20453A-09-0414
AND W-2045A-09-0414 *****

Customer sent the following -

The request for a rate increase in favor of Bella Vista Water Co. (N.K.A. Liberty Water) is a drastic and unjustified step in the wrong direction for its customers. The company does not offer any additional services under this request and only seeks to extort additional revenue without proper justification. The drastic nature of the request is in relation to the large increase the company is requesting, forcing residential customers to pay between 32.79% and 46.72% more, depending on the outcome of the relating Consolidation Request. The exorbitant request would be a crippling blow to its customers in an already struggling economic situation in southern Arizona and is therefore not in the best interest of the residents of Sierra Vista, AZ. In addition, if the relating Consolidation Request is granted the operating costs should decrease for the companies involved in the said Consolidation Request due to the resources consolidation of each entity. Each company currently operates as a regulated monopoly in their respective operating areas, leaving residents little choice in water services. If the Arizona Corporation Commission seeks to provide fair and reasonable rates to customers of Bella Vista Water Co. (N.K.A. Liberty Water) then the requests for a rate increase and consolidation must be denied. Currently rates were established during the seemingly strong economic boom in 2002, which in no way reflects the economic capacity of customers now. The residents of Sierra Vista, AZ are not limited source of revenue for either the Bella Vista Water Co. (N.K.A. Liberty Water) or the State of Arizona. With the understanding that the Arizona Corporation Commission is a State entity, residents of Sierra Vista, AZ can expect that the ACC will represent the best interests of the state in this matter and not the citizens that it's member were elected to represent. The increase in revenue for Bella Vista Water Co. (N.K.A. Liberty Water) would also mean an increase in revenue for the State of Arizona and, as such, the citizens of Arizona and the customers of Bella Vista Water Co. (N.K.A. Liberty Water) are at the mercy of the ACC in this decision. The ACC needs to deny the request made for a rate increase in order to serve the best interests of Sierra Vista, AZ residents and keep rates at a fair and reasonable level.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 1/12/2010

Opinion No. 2010 - 84247
