

WS-02676A-09-0257



0000107379

**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

47  
ca

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 85063**

**Date:** 2/17/2010

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

**Complaint By:** **Albert H. Gute**

**Account Name:** Albert H. Gute

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Rio Rico

**CBR:**

**State:** AZ **Zip:** 85648

**is:** E-Mail

**Utility Company:** Liberty Water-Rio Rico Utilities Inc.

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From: GUTE, ALBERT H [mailto:  
Sent: Tuesday, February 16, 2010 8:57 AM  
To: Utilities Div - Mailbox  
Subject: Docket #WS-02676A-09-0257

A 111% increase is a bit excessive to say the least, especially in these hard economic times. Not long ago my electric rate, property tax, auto & home owner's insurance went up. Something needs to be done, especially for those of us facing financial hardship.

Sincerely  
Albert H. Gute

Rio Rico, AZ 85648

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

e-mailed the following letter to consumer:

February 17, 2010

Albert H. Gute

Rio Rico, AZ

Arizona Corporation Commission  
**DOCKETED**

**FEB 18 2010**

DOCKETED BY

AZ CORP COMMISSION  
DOCKET CONTROL

2010 FEB 18 A 11:20

RECEIVED

4/17/2010

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

---

RE: RIO RICO UTILITIES INC.  
DOCKET NO. WS-02676A-09-0257

Dear Mr. Gute:

Your opinion regarding the Rio Rico Utilities Inc. ("RIO RICO") 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 RIO RICO 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. WS-02676A-09-0257

\*End of Comments\*

**Date Completed: 2/17/2010**

**Opinion No. 2010 - 85063**

---