

W-01825A-09-0345



0000107600

ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

47
ED

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84300

Date: 1/14/2010

Arizona Corporation Commission

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

DOCKETED

JAN 15 2010

First:

Last:

Complaint By: Andrew C

Jones

Account Name: Andrew C Jones

Home: (000) 000-0000

DOCKETED BY

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Lagoon Estates Water Company, Inc.

Division: Water

Contact Name: Stan Miller

Contact Phone:

Nature of Complaint:

Correspondence received.

NOTICE OF LAGOON ESTATES WATER COMPANY INC.'S APPLICATION FOR APPROVAL OF RATE INCREASE. DOCKET NO. W-01825A-09-0345

On July 2, 2009, Lagoon Estates Water Company, Inc., ("Lagoon") filed with the Arizona Corporation Commission ("Commission") an application for a rate increase, requesting an increase in revenues of \$30,000, or approximately 15 percent, over unaudited test year ("TY") operating revenues of \$199,609. Lagoon's reported unaudited TY revenues and expenses reflect an operating loss of \$6,259.

Lagoon's proposed rates would increase each customer's monthly minimum charge by \$5; would increase each commodity charge for water usage for meters 1" or smaller by 25 cents per 1,000 gallons; would increase each commodity charge for water usage for meters 2" or larger by 40 cents per 1,000 gallons for the first 3,000 gallons and 50 cents per 1,000 gallons for usage over 3,000 gallons; and would change the authorized monthly late fee from 1.5% of the unpaid balance to a flat \$5 per month.

Lagoon's application is available for inspection during regular business hours at the offices of the Commission in Phoenix at 1200 West Washington Street and at Lagoon Estates Offices at 2600 N. 44th Street, Ste 203, Phoenix, AZ 85008 or online at <http://Jedocket.azcc.gov/edoc/cet/>,

Customer input is an important part of the Commission's analysis of the requested rates and is a factor in determining whether a hearing will be conducted. Customers should bring to the Commission any questions or concerns related to Lagoon's application, as well as any other concerns with Lagoon's operations, such as concerns related to service, billing procedures, or other factors important to determining the reasonableness of charges. Written comments may be submitted via email (visit http://www.azcc.gov/divisions/utilities/forms/public_comments.pdf for instructions), or by mailing a letter referencing Docket No. W- 1 825A-09-0345 to Arizona Corporation Commission, Consumer Services Section, 1200 West Washington Street, Phoenix, Arizona 85007. If you require assistance, you may contact the

DOCKETED BY
JAN 15 2010
1:40 PM
2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commission's Consumer Services Section at 800-222-7000 (if located outside the Phoenix local calling area) or 602-5424251 (if in Phoenix calling area). Customers may also contact the Tucson Commission office at 800-535-0148 (if located outside of the Tucson local calling area) or 520-628-6555 (in the Tucson local calling area).

Customers may have the right to intervene in the matter. Customers wishing to request information on intervention in the proceeding should contact the Commission's Consumer Services Section at the numbers provided above.

It is important that customers submit any written comments to the Commission promptly so that the Commission's Staff can consider customer comments and concerns in developing Staff's recommendations to the Commission. Customers are advised that the Commission may act upon the application without a hearing. Regardless of whether or not a hearing is held, customer comments submitted in writing will be placed in the file, which the Commission reviews prior to making its final decision on the application. Customers should be aware that the Commission is not bound by the proposals made by Lagoon, Staff or any intervenors and that the rates and charges ultimately approved by the Commission may be higher or lower than those proposed by Lagoon or recommended by Staff.

There was no raise for the elderly or infirmed! By Soc Sec. There was no raise for terired or disabeled this year! Pres Obama says there was no raise in consumer financially so why is the water company wanting a raise when we didn't get one!

Andrew Jones
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/14/10 comments entered for the record and docketed.

January 14, 2010

RE: Lagoon Estates Water Company Inc.

Dear Water Customer:

Your letter regarding the Lagoon Estates Water Company Inc ("Lagoon") 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 Lagoon 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.

Sincerely,

Alfonso Amezcua

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 1/14/2010

Opinion No. 2010 - 84300
