

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

**ORIGINAL**



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

**Investigator:** Richard Martinez

**Phone:** (520) 628-6555 **Fax:** (520) 628-6559

2010 JAN 20 2010

**Priority:** Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Opinion No. 2010 84226**

**Date:** 1/12/2010

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

Arizona Corporation Commission  
**DOCKETED**

JAN 20 2010

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

**Account Name:** Bill & Marlene Walker

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

**Street:** email address only

**Work:**

**City:** Goodyear

**CBR:**

**State:** AZ **Zip:** 85395

**Is:** E-Mail

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\* REFERRED FROM THE CHAIRMAN'S OFFICE ON 1/15/10 WITH ADDED COMMENTS, see below \*\*\*\*\*

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

To: customerserviceavondale@libertywater.com  
Sent: Saturday, November 14, 2009 11:19 AM  
Subject: proposed rate change

You must be kidding me! I cannot believe that in toubled 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

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CD

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

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1/15 rfrd from the Chairmans office with the addition:

From: Bill & Marlene Walker [mailto:████████████████████]  
Sent: Monday, January 11, 2010 8:05 PM  
To: Richard Martinez; Stump-Web; Mayes-WebEmail; Pierce-Web; Newman-Web; Kennedy-Web  
Subject: Fw: proposed rate change

Dear Administrators,

This is a copy of an Email that I sent to Liberty Water Company. I want you to have this message for your files and your review. The intent of the water company to increase the rates at their suggested level is totally irresponsible and brings questions as to their competence.

Respectfully,

William C. Walker

a resident of PebbleCreek/ ZIP code 85395  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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 \*\*\*

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January 15, 2010

Dear Mr. & Mrs. Walker:

Your email received regarding the Liberty Water-Litchfield Park Service Company 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 application for Liberty Water-Litchfield Park Service Company.

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) 535-0148.

Sincerely,

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

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Richard Martinez  
Public Utility Analyst II  
Utilities Division

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1/15/10-

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 \*\*\*

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Copies emailed to Sheila Stoeller, Antonio Gill, Jennifer Ybarra, Katherine Nutt, Trish Morgan and Connie Walczak.

FILE CLOSED.

\*End of Comments\*

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

**Opinion No. 2010 - 84226**

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