

W-02393A-09-0539



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**ORIGINAL**

**ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM**

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**Investigator:** Guadalupe Ortiz      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 84471 Date: 1/26/2010**

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

**Complaint By:**      **First:** John      **Last:** Kadow

**Account Name:** John Kadow      **Home:**

**Street:**      **Work:**

**City:** Wittmann      **CBR:**

**State:** AZ      **Zip:**      **is:**

**Utility Company:** Chaparral City Water Company

**Division:** Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. W-02393A-09-0539

Arizona Corporation Commission  
1200 W. Washington St  
Phoenix, AZ. 65007

Arizona Corporation Commission

**DOCKETED**

JAN 28 2010

January 20, 2010

DOCKETED BY

RECEIVED  
2010 JAN 28 1 P 3:36  
AZ CORP COMMISSION  
DOCKET CONTROL

To the Arizona Corporation Commission,

We have received two pages of a nine page application from the Chaparral Water Company for a rate increase. In this information letter is a request for a 30% rate increase in our water rates. Looking at page nine, the basic residential meter rate, their request for an increase is almost 50% making their 30% request bogus and a LIE.

While we understand the current economic situation, their lost revenues are probably from loss of residents and theft of water. Some water companies include the first 2,000 gals of water in their base rate which is a basic monthly water consumption. Chaparral Water Company does not.

Every month, we experience a period of time of no water service. After using Chaparral Water Company services for the last five years, we question the purity of the water provided by them by the condition of my hot water heater.

Their sub standard water company has no fire department approved fire hydrants resulting in high insurance rates for all residents. While a resident has no control over a base meter rate, we can control our usage of water as budgets are limited in this economy.

If Chaparral Water Company cannot contain their costs, an alternative would be for them to sell it to a company

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that could operate it more efficiently.

We feel a rate increase at this time is unjust until they maintain and upgrade the system they already have in place.

Talking to some of our neighbors who live in the Chaparral Water Company district not all of them have received this notification. If you receive little response on this matter, that is probably the reason why.

Please take our legitimate conches into consideration before granting a rate increase to Chaparral Water Company.

John Karlow

vittman, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED  
\*End of Comments\*

**Date Completed:** 1/26/2010

**Opinion No.** 2010 - 84471

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