

WS-02676A-09-0257



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ORIGINAL

**ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85601

Date: 3/9/2010

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

First:

Last:

Complaint By: Ricardo

Castillo

Account Name: Ricardo and Gloria Castillo

Home:

Street:

Work: (000) 000-0000

City: Rio Rico

CBR:

State: AZ Zip: 85648

is: Cellular

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone:

Nature of Complaint:

Name: Ricardo and Gloria Castillo
Address:
Rio Rico, AZ 85648

Arizona Corporation Commission

DOCKETED

MAR 11 2010

Phone:

Email: n/a

Docket No.: WS-02676A-09-0257

Utility Co.: Rio Rico Utilities

DOCKETED BY

ARIZONA CORPORATION
COMMISSION
DOCKET CONTROL

2010 MAR 11 A 9:04

RECEIVED

Comments: We are not for the raise of the water bill. The way the economy is, and barely making ends meet. People are losing jobs and are hard to them, too. So I argue that we are oppose of this water hike.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9/10 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/9/2010

Opinion No. 2010 - 85601

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85525

Date: 3/5/2010

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

Complaint By: **First:** Rosa Haydee **Last:** Marquez

Account Name: Rosa Haydee Marquez

Home:

Street:

Work: (000) 000-0000

City: Rio Rico

CBR:

State: AZ **Zip:** 85648

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone:

Nature of Complaint:

3/5/10 Letter written in Spanish

For me this is unfair the cost of water and monthly minimum. I pay the minimum every month at \$75.04, a single person at home who is retired. With my low Social Security I can't afford anymore higher cost. I want to thank you for taking the time to listen to this letter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/5/2010

Opinion No. 2010 - 85525

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85526

Date: 3/5/2010

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

Complaint By: **First:** Hector **Last:** Montijo

Account Name: Hector and Maria Elena Montijo

Home:

Street:

Work: (000) 000-0000

City: Rio Rico

CBR:

State: AZ **Zip:** 85648

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone

Nature of Complaint:

3/5/10 Its to high what we currently pay and they want an increase. I am a single person on a fix income. Enough is enough.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/5/2010

Opinion No. 2010 - 85526

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85524

Date: 3/5/2010

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

Complaint By: **First:** Nabor H **Last:** Trujillo

Account Name: Nabor H & Luz Trujillo

Home:

Street:

Work: (000) 000-0000

City: Rio Rico

CBR:

State: AZ **Zip:** 85648

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone:

Nature of Complaint:

3/5/10 Letter written in Spanish.

We oppose the proposed rate increase and we are not in favor. Since our cost is too high for sewer, since the price doubled already. The economy is really bad and you want to keep raising things up. Water is something we need in our homes and is not a luxury. It's not indispensable in our community.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/5/2010

Opinion No. 2010 - 85524

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85523

Date: 3/5/2010

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

Complaint By: **First:** Roque **Last:** Mojardin

Account Name: Roque Mojardin

Home:

Street:

Work: (000) 000-0000

City: Rio Rico

CBR:

State: AZ **Zip:** 85648

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone: (520) 281-7000

Nature of Complaint:

3/5/10 Letter written in Spanish

I am the one that works to try and come out ahead for my family. I was unemployed for five months and I barely make enough. How is it possible that being the way the economy is currently bad that the citizens are experiencing, that we would be required to pay an increase in water of 111%. I am opposed with this situation, that increase should be a small one. The economy first of all has to get better. What awaits us in the future? The government should help us since we pay taxes too. Where are our taxes going?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/5/2010

Opinion No. 2010 - 85523

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85603

Date: 3/9/2010

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

First:

Last:

Complaint By: Humberto A

Padilla

Account Name: Humberto A Padilla

Home:

Street:

Work: (000) 000-0000

City: Rio Rico

CBR:

State: AZ **Zip:** 85648

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone:

Nature of Complaint:

Name: Humberto A. Padilla

Address:
Rio Rico, AZ 85648

Phone:
Email: n/a

Docket No.: WS-02676A-09-0257
Utility Co.: Rio Rico Utilities

Comments: We are already paying \$58.0 USD for sewer, plus the water usage, I pay about \$85.00 to \$90.00 USD per month. Increasing the price for water will greatly affect my finances as a retired person, who lives on Social Security.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9/10 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/9/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 85603

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85602

Date: 3/9/2010

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

Complaint By: **First:** Ciruli **Last:** Brothers

Account Name: Ciruli Brothers

Home:

Street:

Work: (000) 000-0000

City: Tubac

CBR:

State: AZ **Zip:** 85646

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone:

Nature of Complaint:

Name: Ciruli Brothers

Address:
Tubac, AZ 85646

Phone:
Email: n/a

Docket No.: WS-02676A-09-0257
Utility Co.: LIBERTY WATER/Rio Rico Utilities

Comments: TOO MUCH! DOWN ECONOMY!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9/10 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 3/9/2010

Opinion No. 2010 - 85602

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85600

Date: 3/9/2010

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

Complaint By: First: Margie Last: Fish

Account Name: Margie Fish

Home:

Street:

Work: (000) 000-0000

City: Rio Rico

CBR:

State: AZ Zip: 85648

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Sewer

Contact Name: Dara Mora

Contact Phone:

Nature of Complaint:

Name: Margie Fish
Address:
Rio Rico, AZ 85648-3307

Phone:

Email: n/a

Docket No.: WS-02676A-09-0257

Utility Co.: Rio Rico Utilities

Comments: I live in Rio Rico and oppose the Rio Rico Utility rate increase. Santa Cruz County is already an under-served county. The cost of living in every way has increased, yet we have lost resources and employment opportunities which were few and far between to begin with in this rural border town. Our pockets are empty. Where is this money coming from to pay for this rate increase? These are desperate, stressful times, with no hope in sight. The "hit them while their down" approach is cruel punishment. The Rio Rico Utilities rate increase is absolutely absurd.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9/10 Comments entered for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/9/2010

Opinion No. 2010 - 85600

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85607

Date: 3/9/2010

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

Complaint By: **First:** Jeffrey **Last:** Spencer

Account Name: Jeffrey Spencer

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: Linda Byrd

Contact Phone:

Nature of Complaint:

Name: Jeffrey Spencer

Address:

Rio Rico, AZ 85648

Phone:

Email:

Docket No.: WS-02676A-09-0275

Utility Co.: Liberty Water

Comments: The proposed rate increase is too severe. From the information published in the Nogales International, the increase would practically double the rates for the average user. I do understand the need to replace aging infrastructure, however the improvements in Rio Rico are unfairly concentrated on the west side of Interstate 19 at the expense of the residents of the east side. I would like to know how the proposed water rates compare to similar sized cities with comparable demographics. Also could you provide some documentation comparing what rates other utility companies are charging for similar sized cities? I just think the proposed rate hike is too steep.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9/10 Comments entered for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/9/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 85607
