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Sheila Stoeller

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 Sent: Tuesday, March 09, 2010 11:26 PM
 To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web; mruiz@co.santa-cruz.az.us; rmolera@co.santa-cruz.az.us; jmaynard@co.santa-cruz.az.us; pflaming@azleg.gov; dstevens@azleg.gov; malvarez@azleg.gov
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 Subject: Rio Rico Utilities' (AKA Algonquin & Liberty Water) Rate Increase Update - Docket No. WS-0267A-09-0257

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WS-02674A-09-0257

1834 Circulo Canada
Rio Rico, AZ 85648

March 9, 2010

Arizona Corporation Commission, Consumer Services Section,
1200 W. Washington, Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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RE: Rio Rico Utilities' (AKA Algonquin & Liberty Water) Rate Increase Update Docket No. WS-0267A-09-0257

Commissioner Paul Newman et al,

I am a registered voter and resident in the affected area. Unfortunately I cannot attend the meeting March 10th at 10:00 A. M. in Tucson at the ACC office, Hearing Room 222, 400 W. Congress St; Tucson AZ. I am requesting that any decision on the rate increase be delayed, until a meeting can be scheduled in Rio Rico where many of my neighbors cannot afford to take time off or travel to Phoenix or Tucson. Furthermore, I have experienced numerous service problems from Liberty Water needs to be investigated and audited of their financial books and policy and procedures. I hope the current ACC panel will delay a decision responsible to make an informed decision.

Concerns:

1. Billing:
 - a. Website has my location double billing (active and inactive location with mirrored bills) on the Liberty Water website when attempting to pay online.
 - b. Duplicate website AKA & FKA Rio Rico Utilities <http://www.rioricoutilities.com/>
 - c. Previous Mailing Billing confusion of Algonquin Water at where checks have been mailed 12725 W Indian School Rd, D101; Avondale, Arizona 85392 & PO Box 52649; Phoenix, AZ 85072
 - d. Heard many abnormalities with others in community with billing and usage with no adequate answers, including delayed and unreliable billing with usage spikes not consistent with regular use.
2. Usage:
 - a. Usage has strange usage swings from even though our usage behavior has not changed
 - b. Reported leaks at meter and along washes that appeared to be sourced from water tank in area with no feedback of fix or identified issue.
3. Service:
 - a. Compensation requested of additional accrued cost to launder, clean dishes, clean home, wash

car, due to being without water for an extended time when water line broke at Josefina Canyon. No compensation or response was offered for additional costs, inconvenience or sanitary jeopardy, yet the bill was sent. A water truck and water bottles was placed at Pendleton and Josefina. However, the supply was inadequate and distributed properly as it was a free-for-all and unattended.

- b. Website billing is not corrected , despite the repeated requests since November 25, 2009 with no resolution to date March 9, 2010
- c. Requested full audit of billing and usage due to the above mentioned concerns. Received no audit or adjustments to months of spikes due to any leak nor has there been any feedback or explanation of why a second (inactive) location was created and why our service was shut off (allegedly moved, however we have resided here since Jan 2007), except for the credit of reconnect fees.

I have requested a full audit of billing and usage, feedback on the reported leaks, compensation for when service was not provided incurring additional costs and inconvenience, and when the online billing will be corrected to no avail. Frankly I am questioning the competence of the meter measurements, billing, and efficiency of the organization and its partners, subsidiaries and parent entity. There have been and ongoing problems and issues that demonstrate some real and serious problems with Liberty Water, Algonquin or Rio Rico Utilities, regardless of name that give me cause for alarm.

I am respectfully requesting that the ACC conduct a full audit of Liberty Water of its financial billing, entity relationships, and evaluation of its policy and procedures for wasteful erroneous practices, BEFORE deciding on any rate increase. It is irresponsible to reward a utility with a rate increase to burden a consumer due to its own incompetence and inefficiency. I appreciate your time and consideration in this serious matter, as this will cause serious hardship on many neighbors within my community. Please, contact me with any further questions or comments.

Regards,

Sean Pinder
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(520) 841-3830

To & CC: ACC - Paul Newman, Gary Pierce, Kristin Mayes, Sandra Kennedy, Bob Stump & Public Comment Form at www.azcc.gov (Not functional); SCC Supervisors - John Maynard, Rudy Molera, Manny Ruiz; LD 25 - Representatives Patricia Fleming & David Stevens, and Senator Manny Alvarez, Media - Nogales International, KGUN 9, KVOA 4