

SW-04210A-10-0392



ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM 2010 OCT 22 P 4: 05

Investigator: Jenny Gomez Phone:

AZ CORP COMMISSION DOCKET CONTROL

Priority: Respond Within Five Days

Opinion No. 2010 - 90271 Date: 10/19/2010

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

Complaint By: Arthur W. & Joyce L. Miller

Account Name: Arthur W. & Joyce L. Miller Home: (000) 000-0000

Street: Work:

City: Wellton CBR:

State: AZ Zip: 85356 is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET NO. SW-04210A-10-0392 RE: The Links at Coyote Wash Utilities, LLC *****

Arizona Corporation Commission

DOCKETED

October 11, 2010

OCT 22 2010

Arizona Corporation Commission 1200 W Washington Street Phoenix, Arizona

DOCKETED BY [Signature]

Dear Arizona Corporation Commission,

The receipt of your letter informing us of the application for a rate increase for our sewer service (Links at Coyote Wash Utilities, LLC) came as a complete shock to the residents of Coyote Wash. When we agreed to pay the outrageous amount of \$30.00 a month, it was with the express understanding that the rate would NEVER increase.

The Majority of the residents of Coyote Wash form a community of senior citizens with fixed incomes. Many have incomes that have NOT increased with the cost of living. We are receiving less and paying more for our day to day expenses. Our health insurance charges are rising just as health needs become greater. Our homes have decreased in value with today's economic conditions and we expect to see little relief from our financial woes in the near future.

We have become accustomed to slowly rising expenses, but a raise of over 38% is not acceptable.

The company's claim that the rates should be increased due to low growth rates is equivalent to saying, "You are using less so we need to charge you more." I cannot imagine an electric company or a gas company making such a ludicrous statement.

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Services have not increased nor have they improved. The pond which acts as a reservoir for "reclaimed" water often smells like an open sewer, and the company plans on using it for hundreds of new buildings in the future. We, as a community, have long been concerned about this situation. Perhaps we would be more understanding of a small rise in the rates if the service was ever acceptable.

We respectfully ask the Commission to reject this application and stop the inappropriate profit taking by Pivotal Utilities.

Sincerely,
Arthur W. & Joyce I. Miller

Wellton, AZ 85358
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control
End of Comments

Date Completed: 10/19/2010

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