

SW-04210A-10-0392

ORIGINAL



0000119783

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone: 2010 NOV - 3 P. 3: 26

Fax: (

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 90781

Date: 11/3/2010

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

Complaint By: First: Danny Last: Ball

Account Name: Danny Ball Home:

Street: Work:

City: Wellton CBR:

State: AZ Zip: 85356 is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name: Glen Curtis Contact Phone:

Nature of Complaint:

***** SW-04210A-10-0392 *****

Arizona Corporation Commission
DOCKETED

NOV - 3 2010

DOCKETED BY [Signature]

Customer sent the following -

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona

October 18, 2010

Dear Commissioners:

The receipt of your letter informing us of the application for a rate increase for out 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 per month, it was with the express understanding that the rate would NEVER be increased.

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 our health needs become greater. Our home values have decreased 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 38.6% is totally unacceptable.

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

making such a ludicrous statement. Services have not increased nor have they improved. The pond which acts as a reservoir for the "reclaimed" water often smell, 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 even acceptable.

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

Sincerely,

Danny Ball
Coyote Wash Resident

Cc: Links at Coyote Wash
6825 E. Tennessee Ave., Suite 547
Denver, CO 80224
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 11/3/2010

Opinion No. 2010 - 90781

SW-04210A-10-0392

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: ,

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90780

Date: 11/3/2010

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

Complaint By: First: Allen and Ladonna Last: Toth

Account Name: Allen and Ladonna Toth

Home:

Street:

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name: Glen Curtis

Contact Phone: (

Nature of Complaint:

***** SW-04210A-10-0392 *****

Customer sent the following -

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona

October 18, 2010

Dear Commissioners:

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 per month, it was with the express understanding that the rate would NEVER be increased.

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 our health needs become greater. Our home values have decreased 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 38.6% is totally unacceptable.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

making such a ludicrous statement. Services have not increased nor have they improved. The pond which acts as a reservoir for the "reclaimed" water often smell, 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 even acceptable.

Perhaps Curtis should pay since they did not provide for growth by not allowing lots to stay empty for more than 2 years.

It's bad enough our real estate taxes have increased and our house value decreased.

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

Sincerely,

Allen and Ladonna Toth

cc: Links at Coyote Wash
6825 E. Tennessee Ave., Suite 547
Denver, CO 80224
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 11/3/2010

Opinion No. 2010 - 90780
