

W. 03443A-11.0040

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Arizona Corporation Commission

DOCKETED

Opinion No. 2011 - 93994

Date: 3/23/2011

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

DOCKETED BY

First:

Last:

Complaint By: Dennis

Bethke

Account Name: Dennis Bethke

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cordovana

Contact Phone: [REDACTED]

Nature of Complaint:

Letter written 3/21/11: *****WILL BE DOCKETED*****

RE: Appaloosa Water Co. Application for Rate Increase

This letter is to protest the extent of the request for rate increase by this company in Chino Valley, Arizona. I am a home owner and use water provided by this company.

I protest the application for increase for the following reasons:

1. Applicant states that an increase is justified because new water meters are needed. The development for which applicant supplies water is 13 years old. My house was the first one built; therefore, the oldest water meter is 13 years. Most meters in the development are eight or less years old. Water meters last for decades. Applicant has never communicated with the owners regarding any problems with the existing meters. Each home owner paid several hundred dollars for the existing water meters. I do not believe that there is any real justification for installing new meters.

2. The existing water storage tank has been in place for 13 years. During the entire 13 year period we have all had water service at a very high level during seasons of both maximum and minimum water usage. The only times water service has been disrupted was when the pumps went down and then only for two or three hours. It is well known that the owner of the water company is trying to put in his own development independent of the Appaloosa water users. Many of us strongly believe that he needs an additional tank for that purpose. The applicant has never communicated with the water users any problem with the capacity of the existing tank for the Appaloosa housing development.

3. Finally let us be real about the percentage of increase. 100%. I do not think so. It would seem that he has an ethical obligation to be realistic.

Thank you for your consideration of my protest.

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DOCKETED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely yours,

Dennis L. Bethke
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed in DOCKET # W-03443A-11-0040.
End of Comments

Date Completed: 3/23/2011

Opinion No. 2011 - 93994

Arizona Corporation Commission

March 21, 2011

1200 West Washington Street

Phoenix, AZ

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2. The existing water storage tank has been in place for 13 years. During the entire 13 year period we have all had water service at a very high level during seasons of both maximum and minimum water usage. The only times water service has been disrupted was when the pumps went down and then only for two or three hours. It is well known that the owner of the water company is trying to put in his own development independent of the Appaloosa water users. Many of us strongly believe that he needs an additional tank for that purpose. The applicant has never communicated with the water users any problem with the capacity of the existing tank for the Appaloosa housing development.

3. Finally, let us be real about the percentage of increase. 100%. I do not think so. It would seem that he has an ethical obligation to be realistic.

Thank you for your consideration of my protest.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Dennis L. Bethke". The signature is written in dark ink and is positioned above the printed name.

Dennis L. Bethke

[REDACTED]

[REDACTED]

[REDACTED]