

W. 20541A. 11. 0199

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 95436

Date: 5/27/2011

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

First:

Last:

Complaint By: Elaine

Salmi

Account Name: Elaine Salmi

Home

Street:

Work:

City: Vernon

CBR:

State: AZ Zip:

is:

AZ CORP COMMISSION
DOCKET CONTROL

2011 JUN - 1 P 12: 35

RECEIVED

Utility Company: Cedar Grove Water, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. W-20541A-11-0199

5/23/11

Arizona Corporation Commission
Re: Rate increase for Cedar Grove Water

I have talked to other residents who use Cedar Grove as their water supplier. They are very upset w/ the near 100% increase in charges and fees.

Understandably, a company cannot operate in the red, however, this affect our citizens. The unemployment rate in the surrounding area is close to 12%.

Perhaps a 25% increase could be tolerated, financially. I appeal to the commission to seriously consider the financial burden this amount of increase will create.

Thank You.

Elaine Salmi

Arizona Corporation Commission

DOCKETED

JUN 1 2011

End of Complaint

Utilities' Response:

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 5/27/2011

Opinion No. 2011 - 95436

W-20541A-11-0199

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: ; Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 - 95434 Date: 5/27/2011

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

Complaint By: First: Charles & Cheryl Last: Mann

Account Name: Charles & Cheryl Mann Home

Street: Work:

City: Show Low CBR: €

State: AZ Zip: is: Cellular

Utility Company: Cedar Grove Water, Inc.

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****ALSO REFER TO ACC COMPLAINT NO. 95435*****

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. W-20541A-11-0199

May 21, 2011

Charles & Cheryl Mann

Show Low, Arizona 85901

Phone:
Cell Phone:
Email: c'

Name of Utility Co.: Cedar Grove Water Company (ADEQ # 01049)
Name on Bill: Mann, Charles and Cheryl
Account Number: 736023

We have received notice that Cedar Grove is requesting a rate increase. The rate increase is in the amount of 95%. This basically doubles our current water bills.

We have no issues with Cedar Grove. Their service is good, and the water is good.

We have no issue with the owner of Cedar Grove making a reasonable profit.

However, a 95% increase in rates is outrageous and will cause many hardships for people in this area. It is now

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

noted that on the bills, the statement "Payment arrangements are no longer accepted" has been added. Meaning that obviously, there are people having trouble paying their water bills now. What will doubling the rates accomplish, but make it worse? Gas prices are rising, Apache County is raising our property taxes and now the water bills are going to double. Unfortunately our paychecks, if we're lucky enough to get them, and/or retirement checks don't increase to help cover all these additional expenses. If the owner of Cedar Grove wants to improve his profits, let him do it without causing financial hardships for his customers.

Thank you for your time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 5/27/2011

Opinion No. 2011 - 95434
