

W. 02500A-10-0382 ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez      Phone:      Fax:

Priority: Respond Within Five Days

Opinion      No. 2011 - 95600      Date: 6/7/2011

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

Complaint By:      First: Virginia      Last: Norton

Account Name:      Virginia Norton      Home

Street:           Work:

City:      Tucson      CBR:

State:      AZ      Zip: 85739      is:

Utility Company:      Goodman Water Company

Division:      Water

Contact Name:      Contact Phone      1388

Nature of Complaint:

\*\*\*\*\*Referred from Arizona Attorney General's office\*\*\*\*\*

(Docket No. W-02500A-10-0382)

Mr. Tom Horne  
Attorney General  
State of Arizona  
400 W. Congress  
Phoenix, AZ 85701-1367

Arizona Corporation Commission  
**DOCKETED**  
JUN 7 2011  
DOCKETED BY [Signature]

RECEIVED  
2011 JUN - 7 P 4: 08  
AZ CORP COMMISSION  
DOCKET CONTROL

Dear Attorney General Tom Horne,

I live in the Eagle View Crest Ranch subdivision which is located in Pinal County. In 2009 Goodman Water requested through Arizona Corporation Commission that all homeowners in Eagle Crest Ranch pay a 50%+increase in their monthly water rates. The request was granted by the Arizona Corporation Commission. My monthly water bill went from \$30-\$35 a month to \$55-\$65 a month.

Goodman Water has recently again requested that they be granted another increase of 53% plus in the monthly rate for Eagle Crest homeowners. This would mean the monthly water rate for most homeowners would be \$120 or more a month. This is a subdivision with homeowners of modest and fixed incomes, including myself.

Arizona RUCO and Senator Al Melvin are trying to help us keep the Arizona Corporation Commission from approving Goodman Water's latest request, but we need more help and assurance this issue will not keep coming up. If the latest request is approved, our subdivision will cease to exist as a vibrant community. I already see many new "for sale" real estate signs in our subdivision and we've already been hit with more than our share of foreclosures for Tucson.

Goodman Water made the decision to furnish the water for Eagle Crest Ranch. They were granted a monopoly

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by the state of Arizona. They should have to stand by their decision to supply water for Eagle Crest Ranch homeowners at a reasonable rate of \$30.00-\$45.00 a month. The communities closest to Eagle Crest Ranch are paying approximately \$20.0-\$30.00 a month for water. I don't want to see Eagle Crest Ranch "die" as a community which it will if the Arizona Corporation Commission approves Goodman's Water new request.

Goodman Water should sell their water assets or live up to their obligations to Eagle Crest homeowners to supply water at a fair price of \$30-\$40 a month.

We would certainly appreciate any help your office can give us.

Sincerely,

Virginia R. Norton  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

6/07  
Emailed to Phoenix for docketing.  
FILE CLOSED.  
\*End of Comments\*

**Date Completed: 6/7/2011**

**Opinion No. 2011 - 95600**

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