

WS-02987A-08-0180

ORIGINAL

OPEN MEETING AGENDA ITEM



0000127956

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: 2011 AUG -1 P 2: 01

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2011 - 97474

Date: 7/29/2011

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

Arizona Corporation Commission  
DOCKETED

AUG 1 2011

Complaint By: Mr. Tom

Last: Del Mastro

Account Name: Mr. Tom Del Mastro

Home:

Street:

Work:

DOCKETED BY [Signature]

City: Queen Creek

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

REFERRED FROM EXECUTIVE DIRECTOR'S OFFICE:

RE: Docket No. WS-02987A-08-0180  
From: Tom Del Mastro [mailto:...]  
Sent: Thursday, July 28, 2011 11:54 PM  
To: Shaylin A. Bernal  
Subject: Docket No. WS-02987A-08-0180

Dear Shaylin,

Excuse me for bothering you with this email; but when I tried to access the following website:

<http://azcc.gov/Divisions/Utilities/forms/PublicCommentForm.pdf>.

the website said, "The page cannot be found." I tried four or five times and even shorten the address a couple of times by leaving off the end after "forms."

Please allow this mail to introduce myself. My name is Thomas Del Mastro,

My wife and I moved to AZ just 14 months ago coming from the east coast (RI) where for over forty-four (44) years my water bill average \$34.00 every quarter (year long). Moving here I needed to adapt to paying over that amount monthly which I found difficult; however, you don't move to the desert not to expecting to pay more for water.

The purpose of my letter is about the rate increase in Docket No. WS-02987A-08-0180. As a retired Senior Citizen who has had a cost of living Social Security pay freeze for the past two years and facing a crisis in congress that is talking about cutting some of my medical benefits, if not my check, I must ask that this decision to raise be revisit.

**ARIZONA CORPORATION COMMISSION**  
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As a senior citizen, I do not have the benefits that I was eligible for back east. I was eligible for Veterans, senior citizen tax breaks and fuel assistance state benefits. In AZ I have none of these. You are probably wondering why I moved? It was because of my wife's health issues. I am not rich, sold and purchase a house in a collapse market in order to move my wife here. We left eight children, 27 grandchildren and six great-grandchildren along with other family & friends because we needed to. Please, help us senior citizens and rescind this rate increase.

Thank you,  
Mr. Tom Del Mastro  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/29/2011 Left Message - Called customer, explained that I am calling on behalf of Commission Exec Director office in regard to his email concerning JU. Advised customer that an opinion would be filed on his behalf and placed on file with Docket Control Center of the Commission to be made part of the record. In addition, advised customer of upcoming PCM. Left my name, number and welcomed the customer to call if has any further questions or concerns related to this matter.

7/29/11 Email to Customer:

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From: Guadalupe Ortiz  
Sent: Friday, July 29, 2011 2:34 PM  
To: '  
Subject: Docket No. WS-02987A-08-0180 - Johnson Utilities LLC

Dear Tom Del Mastro,

Your email dated, July 28, 2011 concerning the rate application filed by Johnson Utilities LLC ("Johnson Utilities or Company") sent to the Shaylin Bernal Secretary to Executive Director Ernest Johnson of the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling.

First of all, I would like to sincerely apologize for the issues you encountered when attempting to access and utilize our Public Comment form online. The information provided within your email below is sufficient for the Commission to file an opinion on your behalf.

Mr. Del Mastro, your opinion will be placed on file with the Docket Control Center of the Commission to be made part of the record. A copy of your opinion will be distributed to the Chairman, all Commissioners and Staff members assigned to the case. The Commission will take your comments and concerns into consideration before a decision is rendered in this case.

On August 2, 2011 at 6:00 pm, the Commission will be holding a Public Comment Meeting at the Sun City Anthem at Merrill Ranch Union Center which is located at 3925 Sun City Boulevard, Florence, Arizona 85132. For your convenience, a copy of the Notice of Public Comment Meeting is attached.

This Public Comment Meeting is being held to allow customers of Johnson Utilities an opportunity to express any comments and concerns they may have concerning Johnson Utilities which will assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. Should you have any questions related to this matter, please feel free to call me directly at

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

\*End of Comments\*

Date Completed: 7/29/2011

Opinion No. 2011 - 97474

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