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ORIGINAL



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ARIZONA CORPORATION COMMISS.

UTILITY COMPLAINT FORM RECEIVED

Investigator:

Phone:

2011 SEP - 1 A 8:33 Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2011 - 98566

Date: 8/31/2011

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

First:

Last:

Complaint By: Jack Moriarity & LaGre Nielsen

Arizona Corporation Commission DOCKETED

Account Name: Jack Moriarity & LaGreta Nielsen

Home:

SEP 1 2011

Street:

Work:

City: Salome

CBR:

State: AZ Zip: 85348

is:

DOCKETED BY [Signature]

Utility Company: Harrisburg Utility Company, Inc..

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Sent: Monday, June 27, 2011 12:57:30 PM
Subject: Customer Comments - Harrisburg Utility Co. Application

Harrisburg Utility Company, Inc. (formerly Keaton Development Company, Inc., Salome, AZ, has notified customers of an application to the Arizona Corporation Commission for an increase in rates. It has been difficult to obtain information on the application, as I was unable to find it on the edocket.azcc.gov and I left at message at the azcc Phoenix office on June 23, 2011 at 10:30 am and to date have not had that call returned.

Most property owners are snow birds who live out of state and should a hearing be scheduled, it should be in December or January when the majority of customers are available to attend.

Our comments are as follows:

We believe Harrisburg Utility Company should make a profit; however, a 25.7% increase is excessive. We do not object to the minimum service charge increase from \$16.00 to \$20.00 for 0 gallons of water (although under Keaton Development Co. it included the 1st 1,000 gallons of water). That is a 25% increase in minimum service charge which customers pay year around.

Rate increase from \$3.00 up to 8,000 gallons to \$3.50 up to 3,000 gallons is unacceptable -- that is 5,000 gallons more at the higher rate for Tier 1.

I hope our comments make it to the AZCC in time - the notice from Harrisburg Utility had to be forwarded to us.

Jack Moriarty & LaGreta Nielsen

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

AZ service address:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/31/2011

Opinion No. 2011 - 98566
