

WS-02676A-12-0196



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ORIGINAL ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone: 2012 DEC 12 P 3:55

Fax:

Priority: Respond Within Five Days

Opinion

No. 2012 - 107298

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Date: 12/10/2012

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

First:

Last:

Complaint By: Maurice and Barbara Willoughby

Account Name: Maurice and Barbara Willoughby Home: (

Street: Work:

City: Rio Rico CBR:

State: AZ Zip: 85648 is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Water

Contact Name: Linda Byrd Contact Phone: (

Nature of Complaint:

***** WS-02676A-12-0196 *****

Customer sent the following -

There can be little doubt that we are still on the grip of the worst, worldwide, recession in living memory and it is clear to all that the residents of Southern Arizona, with its lack of a strong manufacturing base, are suffering as much or more than other States. With a worldwide drop in disposable income most families are tightening their belts and this has, and will continue to have, a dramatic effect on domestic and overseas tourism, the Housing market and, as a consequence, retail. External money coming into our State has dropped and it is probable that this situation will not improve in the near future. As we all know there are some difficult negotiations to be handled in our nation's capital over the coming weeks and according to world wide economists there is still a 60% probability that taxes will rise for the average working citizen.

At a time when we have skilled managers taking jobs changing oil and tyres in Walmart just to keep food on the family table surly it is not the time to be adding to the burden by increasing the cost of what no family can do without. I can fully appreciate that Liberty wish to increase their revenue but, like the rest of us, it should first look to its own cost base and adjust its budget to suit its income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Arizona Corporation Commission

DOCKETED

DEC 12 2012

DOCKETED BY *JSM*

Date Completed: 12/10/2012

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2012 - 107298

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion No. 2012 - 107293

Date: 12/10/2012

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

Complaint By: First: Sherrie Last: Nixon

Account Name: Sherrie Nixon

Home: (

Street:

Work:

City: Rio Rico

CBR:

State: AZ Zip: 85648

is:

Utility Company: Liberty Water-Rio Rico Utilities Inc.

Division: Water

Contact Name: Linda Byrd

Contact Phone: (

Nature of Complaint:

***** WS-02676A-12-0196 *****

Customer sent the following -

95% of the residents in Santa Cruz County are Hispanic and Spanish Language speakers. Many do not speak or read English. Liberty Water should be made to publish their Notice of intent to raise the rates in Spanish too.

Rate Hike Notice arrived in the water bill in English Only with a note in Spanish at the bottom Spanish speakers could get a copy of the notice in Spanish at Liberty Water Office.

I went to the Liberty Water office to get a copy of the translated notice to post at the community bulletin board, and the attendant asked her supervisor for one and they did not have one, and they have not published a Notice in Spanish in the newspaper either.

I believe many of the residents are not aware of Liberty Water's plan to raise the rates by 25 and 30%. I am against this rate hike, they already got a 100% increase last year my bill went from \$20 \$70. I am unemployed and get \$168 a week, many are also unemployed here and live below poverty level. I ask you to check with the Fed Census to verify the local incomes and ethnicity.

Sincerely
Sherrie Nixon
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 12/10/2012

Opinion No. 2012 - 107293
