

W-01445A-12-0348



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ORIGINAL ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 107376

Date: 12/14/2012

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

Complaint By: First: Tim J. Last: Norton

Account Name: Tim J. Norton

Home: (000) 000-0000

Street:

Work:

City: McNeal

CBR:

State: AZ Zip: 85617

is:

Utility Company: Arizona Water Company

Division: Sierra Vista

Contact Name:

Contact Phone:

Nature of Complaint:

****DOCKET NO. W-01445A-12-0348
OPPOSE RATE CASE

Norton

Munds Park AZ 86017

December 9, 2012

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix AZ 85007

Arizona Corporation Commission

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AZ CORP COMMISSION
DOCKET CONTROL

RE: Docket No. W-01445A-12-0348

Commissioners:

My purpose in writing is to oppose any and all rate increase requested by the Arizona Water Company for service provided to the Munds Park community. This area is very seasonal and contains approximately 3,000 dwellings - all but about 350 are occupied on a seasonal (summer) basis.

The Arizona Water Company already collects approximately \$26 per month for each connected water meter. That fee is over and above any water usage charges. For vacant lots the monthly charge is less.

For these fees, the company does absolutely nothing except send someone around once a month to take a meter reading. These fees are ongoing, even if the dwelling is unoccupied for a good portion of the year.

ARIZONA CORPORATION COMMISSION

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In the years I have owned my home here, I've never seen any maintenance or upgrades made to my water line or meter. The service is, however, reliable year-round so I do not have any complaints on that aspect.

It just seems these days that everyone - utilities included - has their hands out for more and more money. Where do they think it is coming from? My checks have not increased. True it is a second home, but that absolutely does not mean we are rich. It means that we have been able to manage our money and budget for things like utilities. Every time we get hit with another increase, it makes us wonder how much longer we can just absorb the costs.

I realize that the increase sought are probably considered minimal by many. However, a buck here, a buck there and another buck over here all add up. Yes we have nice clear water without thinking about it too much, but the increases really do need to stop and force the companies to look inward to see where costs can be cut and to live within a tighter budget - just like the rest of us are forced to do.

Thanks for your time and consideration.

Sincerely,
Tim J. Norton
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 12/14/2012

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