

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL



0000141895

ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Richard Martinez

Phone:

2013 JAN 30 A 10:00 Fax

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 108103

Date: 1/29/2013

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

Arizona Corporation Commission
DOCKETED

JAN 30 2013

First:

Last:

Complaint By: Orville & Jo

Cole

DOCKETED BY

Account Name: Orville & Jo Cole

Home: (C)

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Re: Docket Nos. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, AND W-01732A-12-0315

Dear Commissioners:

We received notice in our water bill for the month that Global Water, or in our area Willow Valley Water Co. has requested another rate increase. I don't know how in good conscience they could request another increase after the last just a couple of years ago almost devastated everyone.

In our neighborhood we have several senior citizens who depend only on Social Security, single mothers who are barely making ends meet and widows all of whom will be greatly impacted by this increase in water charges.

The electric company encouraged everyone to plant trees to help with cooling the house, so we did. Now it is almost impossible to afford to water them.

Our house is old and has a very old forced air heating and cooling unit so we use a water cooler in the summer. It uses quite a bit of water. That will hurt us in rates on water increase.

For all of 2010 our water bill was \$217.72. For 2012 it was \$764.20. There was no increase in Social Security for two years and only a small one this year.

Groceries have increased greatly and our insurance premiums have gone up also.

Please consider how difficult it is for some people to live and deny any rate increase. Thank you for your consideration.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Orville & Jo Cole

Mohave Valley, AZ 86440

025 -

n

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/29/13

Emailed to Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 1/29/2013

Opinion No. 2013 - 108103

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108094 Date: 1/28/2013

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

Complaint By: First: Last:
Gerald & Heidi Eaton

Account Name: Gerald & Heidi Eaton Home:

Street: Work:

City: Maricopa CBR:

State: AZ Zip: 85139 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

Docket Numbers W-20446A-12-0314 AND SW-20445A-12-0310

We have had two rate increases in three years, but the water quality is still one of the worse I've ever had anywhere. Very high in minerals and particulates
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/29/13
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 1/29/2013

Opinion No. 2013 - 108094

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax: (5

Priority: Respond Within Five Days

Opinion No. 2013 - 108079 Date: 1/28/2013

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

Complaint By: First: Fred Last: Heusinger

Account Name: Fred Heusinger Home: (

Street: Work:

City: Mohave Valley CBR:

State: AZ Zip: 86440 is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Contact Phone

Nature of Complaint:

Docket No. W-01732A-12-0315

We strongly oppose the ludicrous price hike plans of the Willow Valley Water Company. Not only is their service and water quality still too lousy to justify such a price increase, additional, due to the fact that many Residents in this area are retired citizens, living on a fixed income, this price measurement will provoke unnecessary fire hazards in our community, caused by increased dry brush and tumbleweed occurrences on their properties.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/28/13

Emailed to Phoenix office for docketing purposes.

FILE CLOSED.

End of Comments

Date Completed: 1/28/2013

Opinion No. 2013 - 108079

WS-03478A-12-0307

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108025

Date: 1/24/2013

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

First:

Last:

Complaint By: Judy & Lloyd

Sandercock

Account Name: Judy & Lloyd Sandercock

Home: \

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. WS-03478A-12-0307

Customer opposed to rate increase. Does not agree with the request for a 188% increase in rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 1/24/2013

Opinion No. 2013 - 108025
