

ORIGINAL

COMMISSIONERS  
BOB STUMP - Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000142453

ARIZONA CORPORATION COMMISSION

February 19, 2013

To: Docket Control

RE: Willow Valley Water Co., Inc. - Customer Comments  
Docket No. 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

Please docket the attached 14 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission  
**DOCKETED**

FEB 19 2013

DOCKETED BY *JSN*

AZ CORP COMMISSION  
DOCKET CONTROL

2013 FEB 19 P 4:48

RECEIVED

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108584

Date: 2/15/2013

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

Complaint By: First: Dennis Last: Craven

Account Name: Dennis Craven

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

Please do not approve any ACC policy requiring water users to pay income taxes from the sales of water owed by the owners of private water companies. Water is expensive enough as it is & rates for water keep going up. It is not fair to require water users to have to pay high prices for water & also pay some of the income taxes of the owners.

The ACC voted against this issue once before. That was the right thing to do then and it is the right thing to do now. Consumers should pay fair utility rates and not one penny more.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108584

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108585 Date: 2/15/2013

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

Complaint By: First: Thomas Last: Reed

Account Name: Thomas Reed

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

We have owned property in Willow Valley for 28 years & you can still not drink the water & they want more money for this. I live in Ca. desert water is better & cheaper  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108585

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108586

Date: 2/15/2013

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

First:

Last:

Complaint By:

Don

Hensley

Account Name:

Don Hensley

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

The quality of water in Willow Valley is horrible! Even if it was good a rate of increase should be no more than the cost of living increase. A 79% increase is ridiculous!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108586

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 108587

Date: 2/15/2013

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

First:

Last:

Complaint By:

Barbara J.

James

Account Name:

Barbara J. James

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

The water is not drinkable or to use for cooking without the added expense for soft water & Osmosis filtered water. The amount they are charging now is more than it should be.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108587

W-01212A-12-0309  
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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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108588

Date: 2/15/2013

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

Complaint By: First: Gail Last: Couillard

Account Name: Gail Couillard

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

You must be joking that you think you want a 73.9% rate hike in Willow Valley Water Co. You need to improve the water more. I had a plumber in to fix leaks 10 times this year. For toilets bathrooms for faucets, bathrooms, kitchen sink faucets, water heater replaced. For valves outside you name it the water wrecked it. Brown water in tub in bathroom faucets when I went to brush my teeth, How sad was that? And you want this kind of a raise. I DON'T THINK SO. People in this area can not afford this kind of raise.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108588

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108589

Date: 2/15/2013

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

Complaint By:      First: William F.      Last: Summitt

Account Name: William F. Summitt

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

In Jan. 2010 this Co. went to a tier system which has close to doubled our water bill. They installed new meters and the amount of water we used increased considerably. The water is not fit to drink and when you wash white clothes they come out of the washer brown. Now they want to more than double our water price again.  
NO

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108589

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108591

Date: 2/15/2013

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

First:

Last:

Complaint By: Fred

Sanders

Account Name: Fred Sanders

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

I am on a fixed income and Don't get any raises, so I opppose any rate increase of 5% or more and oppose any increase that would be retroactive. The majority of the people that live in this small community are on fixed incomes or are very low income. So please do the right thing.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108591

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108592

Date: 2/15/2013

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

Complaint By: First: Brian Last: Nelson

Account Name: Brian Nelson

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

Water Co. was recently received a rate increase and a new rate structure. I do not feel that service level or quality has increased significantly enough to qualify for another rate increase at this time.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108592

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108594

Date: 2/15/2013

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

First:

Last:

Complaint By: Mr & Mrs Mickey G. Nygard

Account Name: Mr. & Mrs G. Nygard

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

The people living in Willow Valley are on the most part, living on a very limited income and I won't be able to use their water at a comfortable rates. Also, we understand that tier pricing is not for residential areas only commercial. This is the second increase since Global Water took over. This raise should be out lawed.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108594

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108595

Date: 2/15/2013

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

First:

Last:

Complaint By: Bill & Judy Johnson

Account Name: Bill & Judy Johnson

Home: (

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

The quality of water in Willow Valley, is now & always has been very poor. We get dirt in our water on a regular basis. We had to put in a reverse osmosis system for drinking. We get brown spots on our clothes quite often. We have lived in this location for 29 years and to raise the price on water here, would be very unfair to all of its customers based on the quality of water.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108595

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108596

Date: 2/15/2013

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

First:

Last:

Complaint By: Jim

Rott

Account Name: Jim Rott

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

First of all it's a ridiculous hike increase for the poor quality water, which causes me 3 times the hike in maintainance such as mech. Parts on my toilet sink washer, stain on my house, Fertilizer for my house & the cost of wash machine repairs. The iron is so bad that its unworthy to drink. On periods of time the water comes out so brown you can't even see through it. My little girl invited a friend for OC Calif. To go to the river & when she took a shower she screamed her hair was white but the water turned it brown and stained her hair brown, she cried for a day. Before they hike the price they should clean the water up on their dime first.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108596

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108597

Date: 2/15/2013

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

Complaint By: First: Lloyd Last: Knight

Account Name: Lloyd Knight

Home:

Street:

Work: (000) 000-0000

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:

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

OPINION OPPOSED TO RATE INCREASE FOR WILLOW VALLEY WATER COMPANY

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108597

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108598 Date: 2/15/2013

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

First:

Last:

Complaint By: Melissa Feiganbaum

Account Name: Melissa Feiganbaum

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is: Cellular

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

OPINION OPPOSED TO RATE INCREASE FOR WILLOW VALLEY WATER COMPANY  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108598

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: Carmen Madrid

Phone: ( )

Fax: -1-574-6129

Priority: Respond Within Five Days

Opinion No. 2013 - 108602

Date: 2/19/2013

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

Complaint By: First: Beverly Last: Sowers

Account Name: Beverly Sowers

Home:

Street:

Work: (000) 000-0000

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:

\*\*\*\*\*OPINION OPPOSED TO RATE INCREASE\*\*\*\*\*

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

A 73% increase is ridiculous. Our economy is not set up for such a large increase & most customers in this area are retired.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets 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, W-01732A-12-0315

\*End of Comments\*

Date Completed: 2/19/2013

Opinion No. 2013 - 108602