

W-01737A-12-0478



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**ORIGINAL**

**ARIZONA CORPORATION COMM**

**UTILITY COMPLAINT FORM**

Investigator: Scott Friedson

Phone: 602-506-5000

Fax:

Priority: Respond Within Five Days 20 03 18 37

Opinion No. 2013 - 109602

Date: 3/19/2013  
Arizona Corporation Commission

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

**DOCKETED**

MAR 20 2013

First:

Last:

Complaint By: Michelle

Munn

DOCKETED BY	
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Account Name: Michelle Munn

Home:

Street:

Work:

City: Peoria

CBR:

State: AZ Zip: 85382

is:

Utility Company: New River Utility Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

3/19/13

\*\*\*\*\*WATER\*\*\*\*\*W-01737A-12-0478\*\*\*\*\*OPPOSED\*\*\*\*\*

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

REF: Docket No. W-01737A-12-0478

March 18, 2013

To Whom It May Concern,

I am writing in response to the letter I received regarding New River Utility Company's application for a permanent rate increase. I was outraged that New River Utility was applying to increase its rates by over 85%. I have never heard of a business attempting to raise its rates by such an enormous percentage. I understand with the current state of the economy, business are not profiting as much as they once were, but consumers are not profiting as much either, and while I can abide by a slight increase in rates, the 85%, by which New River Utility wishes to raise its rates is ridiculous.

As a homeowner in Peoria, specifically in the Fletcher Heights Community, I do not have a choice when it comes to my water/utility company. The only company that services my area is New River Utility, specifically for water. Therefore, if New River Utility is granted this rate increase, it will have a dramatic effect on me, as well as others in my area. I cannot leave New River Utility and continue business with another company, which unfortunately and unfairly, subjects me to the rates that New River Utility establishes. I also, cannot live without water, and thereby must pay whatever price New River Utility applies for and is granted during this application process. I do

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not believe that this is a fair rate increase to impose on its customers.

I have had no complaints with New River Utility during my time as a homeowner, but to blindsides its customers and purpose such a rate increase, makes me question the business practices of New River Utility and its customer service.

I do not think that with the monopoly New River Utility has on several areas in Peoria, it should be allowed to raise its rates by such a gross percentage. A slight increase could be in order and would be understandable, but in these tougher economic times, gouging people is not the way a business should treat its customers.

Respectfully,  
Michelle Mumm  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and filed in docket number W-01737A-12-0478. CLOSED.  
\*End of Comments\*

**Date Completed: 3/19/2013**

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