

W-01737A-12-0478



ORIGINAL

ARIZONA CORPORATION COM

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UTILITY COMPLAINT FORM
RECEIVED

Investigator: Richard Martinez

2013 MAR 28 P 2:45

Priority: Respond Within Five Days

Opinion No. 2013 - 109809

Date: 3/28/2013

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

ARIZONA CORPORATION COMMISSION
SECRET CONTROL

Complaint By: **First:** Marty & Debbie **Last:** Fink

Account Name: Marty & Debbie Fink **Home:** (000) 000-0000

Street: **Work:**

City: Peoria **CBR:**

State: AZ **Zip:** 85382 **is:**

Utility Company: New River Utility Company

Division: Water

Contact Name:

Nature of Complaint:

Docket No. W-01737A-12-0478

Arizona Corporation Commission

DOCKETED

MAR 28 2013

DOCKETED BY

To whom it may concern:

As a customer of New River Utility, we oppose the proposed 80.07% rate increase. We oppose the increase for the following reasons:

- Marty is a state employee and has not received a pay increase in over 5 years
- We currently have two kids in college and one who will be in college in 2014
- Gas, food, etc. have all increased causing substantial economic pressure on our family
- New River Utility provides water only; they do not provide any other customer service as is provided by other utility providers. On two different occasions, we have experienced a major water emergency and needed the water shutoff at the main valve. We called New River (during business hours) and had to leave a voicemail explaining the situation. New River didn't respond until two days later.
- The limited service they provide (water/meter reading) does not warrant such an increase.

As we are not water customers of the City of Peoria (trash and sewer only), we do not benefit from programs provided by the City; e.g., landscape rebate program provided by the City of Peoria. New River does not provide any such incentive programs.

Such a substantial increase at this time would create a hardship on our family as well as others in our community.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We respectfully ask that you do not approve this increase.

Sincerely,

Marty Fink
Debbie Fink
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/28
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 3/28/2013

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