

W-01344A-13-0032

ORIGINAL



ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: 2013 APR 10 P 3:39

Fax: (

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2013 - 110085 Date: 4/10/2013

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

Complaint By: Rosalie Stafford

Account Name: Rosalie Stafford Home: (000) 000-0000  
Street: n/a Work: (000) 000-0000  
City: n/a CBR: :  
State: AZ Zip: 00000 is: E-Mail

Utility Company: Tacna Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:  
\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*

Arizona Corporation Commission  
DOCKETED  
APR 10 2013

m: Rosalie Stafford [mailto:;  
Sent: Monday, April 08, 2013 11:45 AM  
To: Utilities Div - Mailbox  
Subject: W-01344A-13-0032

DOCKETED BY [Signature]

Dear Commissioners:

I live in Tacna. Everyone, including myself, who lives here, in Tacna subsists on below-poverty-level income. Mr. Kelland has always been very kind regarding working out payment plans, but some people are greatly in arrears.

Now, the new owners plan to raise the water rates. They say it's a jump from \$7 to \$28, implying that \$7 is the "base rate."

It's not.

The base rate is about \$30 for people who use very limited amounts of water. For example, I always flush the toilet only with my dishwater, never water the bushes, and (being sedentary) shower only a couple times a month -- puhleeze, spare me your horrified gasps -- not everyone lives like city-folk, standing under a shower 20 minutes every day. So, although I use a minimal amount of water, my bill is always much higher than the so-called \$7 base rate.

No one has the money to pay an extra \$20 or more a month.

And for what? Everyone knows that this water is not good to drink. Everyone pays for drinking water, even for pets, livestock, and house plants.

It's ridiculous to make the new owners charge us more money (money, believe me, NO ONE HAS) in order to "improve the quality" of the water.

No doubt, an additional \$20 sounds like chump change to you, but to people living here, it means the difference between eating and not eating, between buying gas or medicine and not.

No doubt you affluent Commissioners live a very different lifestyle, not as rough and primitive and

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impoverished as we do in Tacna, and this might be very hard for you to understand: We do not want the water quality "improved" because we CANNOT pay more than we are currently being charged.

You cannot get blood out of a turnip and upping our rates will accomplish only one thing: send a couple hundred families, already in economic freefall, into bankruptcy.

Thank you for your attention to this matter.

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Rosalie Stafford

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01344A-13-0032. closed

\*End of Comments\*

**Date Completed: 4/10/2013**

**Opinion No. 2013 - 110085**

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