

**ORIGINAL**



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**BEFORE THE ARIZONA CORPORATIO**

RECEIVED

COMMISSIONERS

2013 MAY 28 P 4: 11

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

ARIZONA CORP COMMISSION  
DOCKET CONTROL

IN THE MATTER OF THE APPLICATION OF  
NEW RIVER UTILITY COMPANY, AN  
ARIZONA CORPORATION, FOR A  
DETERMINATION OF THE FAIR VALUE  
OF ITS UTILITY PLANT AND  
PROPERTY AND FOR INCREASES IN  
ITS WATER RATES AND CHARGES FOR  
UTILITY SERVICE BASED THEREON.

**DOCKET NO. W-01737A-12-0478**  
**NOTICE OF FILING CUSTOMER**  
**COMMENTS**

**BROWNSTEIN HYATT FARBER SCHRECK, LLP**  
One East Washington Street, Suite 2400  
Phoenix, AZ 85004  
602.382.4040

Attached hereto are copies of customer comments received by New River Utility Company ("Company") pertaining to the Company's rate application in the above-captioned docket.

RESPECTFULLY submitted this 28<sup>th</sup> day of May, 2013.

BROWNSTEIN HYATT FARBER SCHRECK LLP

Jeffrey W. Crockett, Esq.  
One East Washington Street, Suite 2400  
Phoenix, Arizona 85004  
Attorneys for New River Utility Company

ORIGINAL and thirteen (13) copies filed this 28<sup>th</sup> day of May, 2013, with:

Docket Control  
ARIZONA CORPORATION COMMISSION  
1200 West Washington Street  
Phoenix, Arizona 85007

Arizona Corporation Commission  
**DOCKETED**

COPY of the foregoing hand-delivered this 28<sup>th</sup> day of May, 2013, to:

MAY 28 2013

Lyn Farmer, Chief Administrative Law Judge  
Hearing Division  
ARIZONA CORPORATION COMMISSION  
1200 West Washington Street  
Phoenix, Arizona 85007

DOCKETED BY

**BROWNSTEIN HYATT FARBES SCHRECK, LLP**  
One East Washington Street, Suite 2400  
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Gmail - Fwd: Rate increase

Page 1 of 1



NewRiver Utility &lt;newriverutilityco@gmail.com&gt;

**Fwd: Rate increase**

1 message

billbethel@gmail.com &lt;billbethel@gmail.com&gt;

Wed, May 22, 2013 at 10:05 AM

To: "newriverutilityco@gmail.com" &lt;newriverutilityco@gmail.com&gt;

Bill Bethel 6027506400

HomeServiceTeam.com

Sent from my iPhone

Begin forwarded message:

**From:** billbethel@gmail.com**Date:** May 22, 2013, 10:04:16 AM MST**To:** "newriverutility@gmail.com" <newriverutility@gmail.com>**Subject:** Rate increase

I have resided in Fletcher Heights for more than 10 years. My mother and father also have lived in Fletcher Heights for more than 10 years.

We are completely satisfied with our service from New River Utility.

I have surveyed my friends water rates. I have discovered New River Utility's rates to be much lower than other water suppliers in our area.

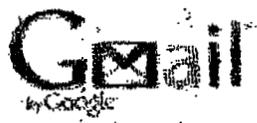
I have seen over head and the expense of running a business on Arizona steadily increase. I feel a rate increase by my water supplier would be reasonable, and expected.

Please call me should you have any questions

Bill Bethel 6027506400

HomeServiceTeam.com

Sent from my iPhone



NewRiver Utility <newriverutilityco@gmail.com>

### Water Increase

1 message

Cari Bauer <ccbauer@cox.net>  
To: newriverutilityco@gmail.com

Thu, May 23, 2013 at 3:08 PM

I am writing in reference to the proposed increase in water rates for New River Utility customers. Although nobody is happy when hearing about a possible 87% increase, and believe me I am no different, I do want to put some things into perspective before passing judgement.

First of all, I have been a devoted resident in Fletcher Heights for 11 1/2 years now and I do not believe I have seen an increase in water rates in that time. I have been very happy with the water rates we have compared to many other cities. However, in a way, I actually think they are too low and the following facts explain why.

I have a large lot in the neighborhood and a fairly large amount of grass in my yard, along with numerous shrubs and trees, and a pool. I take extreme pride in my home and always keep it as appealing as possible. As I do this, it does not mean I do or even have to waste water. Recently, I replaced my front lawn with artificial turf

and it has looked amazing for over two years now. It has saved a tremendous amount of water. I still have alot of grass in the backyard and if you water the right way, you do not need to water that much, even in the middle of the summer. My yard still looks like a golf green. In addition, I do not constantly wash off patios and driveways.

Most of the time they can be broomed or blown off. In addition, when it rains here, I always turn the entire system off. Yes, even in the monsoon summer season. In short, I run and ride through our neighborhood very often and see how much water is wasted. These are just ways that I have saved water.

Once again, I cant say I am ecstatic about this rate increase, but maybe it will make people more conservative with water. Even with the increase, my water bill still will be affordable, especially compared to other metro Phoenix cities and other U.S. cities. Water just isn't a problem here, its everywhere. I guarantee you do not want to

Mail - water increase

Page 2 of 2

hear how much friends are paying for water in San Diego or Colorado Springs, Colorado. Colorado is already under water restrictions.

Thank you  
Craig Bauer