

W-01737A-12-0478



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**ORIGINAL ARIZONA CORPORATION COMM**

**UTILITY COMPLAINT REFORMED**

**Investigator:** Deb Reagan

**Phone:** ( ) 2013 JUN 21 P 2:09 **Fax:** ( )

**Priority:** Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

**Opinion No.** 2013 - 111411

**Date:** 6/27/2013

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

**First:**

**Last:**

**Complaint By:** Sandra and Barry Saxion, Trustees

**Account Name:** Sandra Saxion Revocable Trust **Home:** ( )

**Street:** **Work:**

**City:** Peoria **CBR:**

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

**Utility Company:** New River Utility Company

**Division:** Water

**Contact Name:** Robert L Fletcher **Contact Phone:** ( )

**Nature of Complaint:**

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

Arizona Corporation Commission

**DOCKETED**

JUN 27 2013

Customer sent the following -

ARIZONA CORPORATION COMMISSION  
CONSUMER SERVICES SECTION  
1200 WEST WASHINGTON  
PHOENIX, AZ 85007  
DOCKET NO. W-01737A-12-0478

DOCKETED BY

SANDRA AND BARRY SAXION OWN THE HOUSE AT 8829 W. POTTER DRIVE, PEORIA, AZ 85382. WE ARE OPPOSED TO THE RATE INCREASE FOR NEW RIVER UTILITY COMPANY OF 80.07% FOR THE FOLLOWING REASONS:

- 1) WE ARE SENIOR CITIZENS AND ON A FIXED INCOME.
- 2) WE RECEIVE VERY POOR CUSTOMER SERVICE.
- 3) WHEN CALLING THE NEW RIVER OFFICE, NO ONE ANSWERS THE PHONE. A MESSAGE IS ALWAYS NEED TO BE LEFT AND A CALL-BACK NEEDED.
- 4) NEW RIVER BILLING IS OUTDATED. A POSTCARD IS MAILED MONTHLY. WHEN THE CARD WAS LOST IN THE MAIL AND I CALLED THE OFFICE, I WAS TOLD IT WAS MY RESPONSIBILITY TO FIND OUT THE AMOUNT DUE BY CALLING THE OFFICE, AND A LATE CHARGE WAS CHARGED.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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5) PAYMENTS CANNOT BE MADE BY CREDIT CARDS, NOR PAID ON LINE. THE BUSINESS IS NOT COMPUTER FRIENDLY.

6) AN INCREASE OF RATES WOULD ALSO EFFECT OUR HOA FEES. MAKING THEM HIGHER DUE TO THE IRRIGATION OF THE COMMON AREAS.

7) WE HAVE COMPLAINED OF LOW WATER PRESSURE FOR SOME TIME AND NEW RIVER REFUSES TO COME OUT AND TEST OUR WATER PRESSURE.

8) NEW RIVER'S 2011 INCOME STATEMENT NEEDS TO BE AUDITED, AS WELL AS YEAR 2010 AND 2012. ANY COMPANY THAT REPORTS REVENUE OF \$1,260,429 AND INCOME OF \$ 3629 HAS OVER STATED IT'S EXPENSES AND SALARY COSTS AND HAS MISMANAGED THE COMPANY FOR THE AMOUNT OF SERVICE AND OFFICE FACILITY THE COMPANY PROVIDES. WE WOULD SUSPECT THAT SALARIES ARE WAY OVER PAID AND OUT OF LINE.

9) TOO MUCH ADDITIONAL MONEY TO MISMANAGE THE\$ 16.75 AVERAGE INCREASE FOR APPROXIMATELY 3500 HOMES EQUALS ABOUT SIX MILLION DOLLARS FOR THIS POORLY MANAGED COMPANY TO FURTHER MISMANAGE AND WASTE.

SANDRA SAXION REVOCABLE TRUST  
SANDRA AND BARRY SAXION, TRUSTEES  
8829 W. POTTER DRIVE  
Peoria, AZ 85382  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

**Date Completed: 6/27/2013**

**Opinion No. 2013 - 111411**

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