

W-02199A-11-0329  
SW-02199A-11-0330

OPEN MEETING AGENDA  
ARIZONA CORPORATION COMM  
UTILITY COMPLAINT FORM



0000146015

**ORIGINAL**

Investigator: Deb Reagan

Phone:

RECEIVED  
AZ CORP COMMISSION  
Fax  
DOCKET CONTROL

Priority: Respond Within Five Days

2013 JUN 28 PM 1 03

Opinion      No. 2013 - 111421

Date: 6/27/2013

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

First:

Last:

Complaint By: Carol

Maas

Account Name: Carol Maas

Home:

Street:

Work:

City: Sun Lakes

CBR:

State: AZ      Zip: n/a

is:

Utility Company: Pima Utility Company

Division: Water

Contact Name: Steve Soriano

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-02199A-11-0329 AND SW-02199A-11-0330 \*\*\*\*\*

Customer sent the following -

I am a Pima Utility customer, not because I want to be one, but I have no choice in what company I can get my water and sewer service. The developer made sure we had water and sewer service but it was to his advantage as he would own the water company once the development was complete. Sweet deal, locked in customers for life - both his and ours.

Now, due to the recent ruling on how, as an entrepreneur, his taxes on PROFIT can be handled, now Pima Utility is asking for an increase in water - a 5+% and on sewer - a 5%. So now, not only don't we have a choice for our services, we don't have a choice in how much extra this sweet deal is going to cost us.

As a community of retired people, this increase may not seem like much to most, but to those on fixed incomes, it has a BIG impact. I would like to think that you, as elected representatives of the people, would care about the people who are bearing the brunt of this request. This company wouldn't exist if it weren't for us. They are servicing us, they are making PROFITS from us, and now they want to charge us more to offset paying for these taxes.

I urge you to review this proposal and be fair to the people of Pima Utility. It doesn't appear that Pima is being fair to us.

Thank you,  
Carol Maas  
Sun Lakes  
\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission  
**DOCKETED**

JUN 28 2013

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

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

**Opinion No. 2013 - 111421**

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